**Fig. 1**

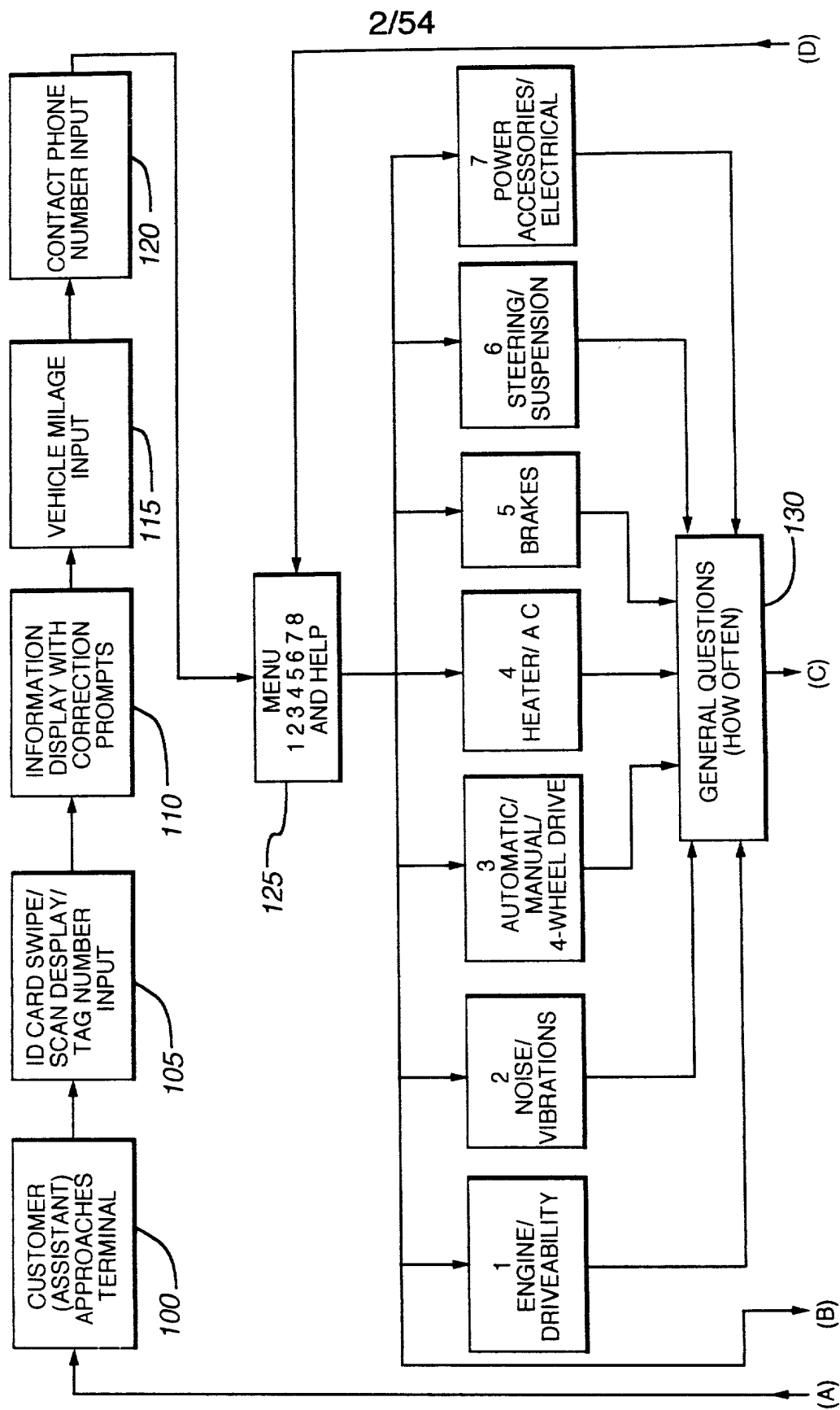


Fig. 2A

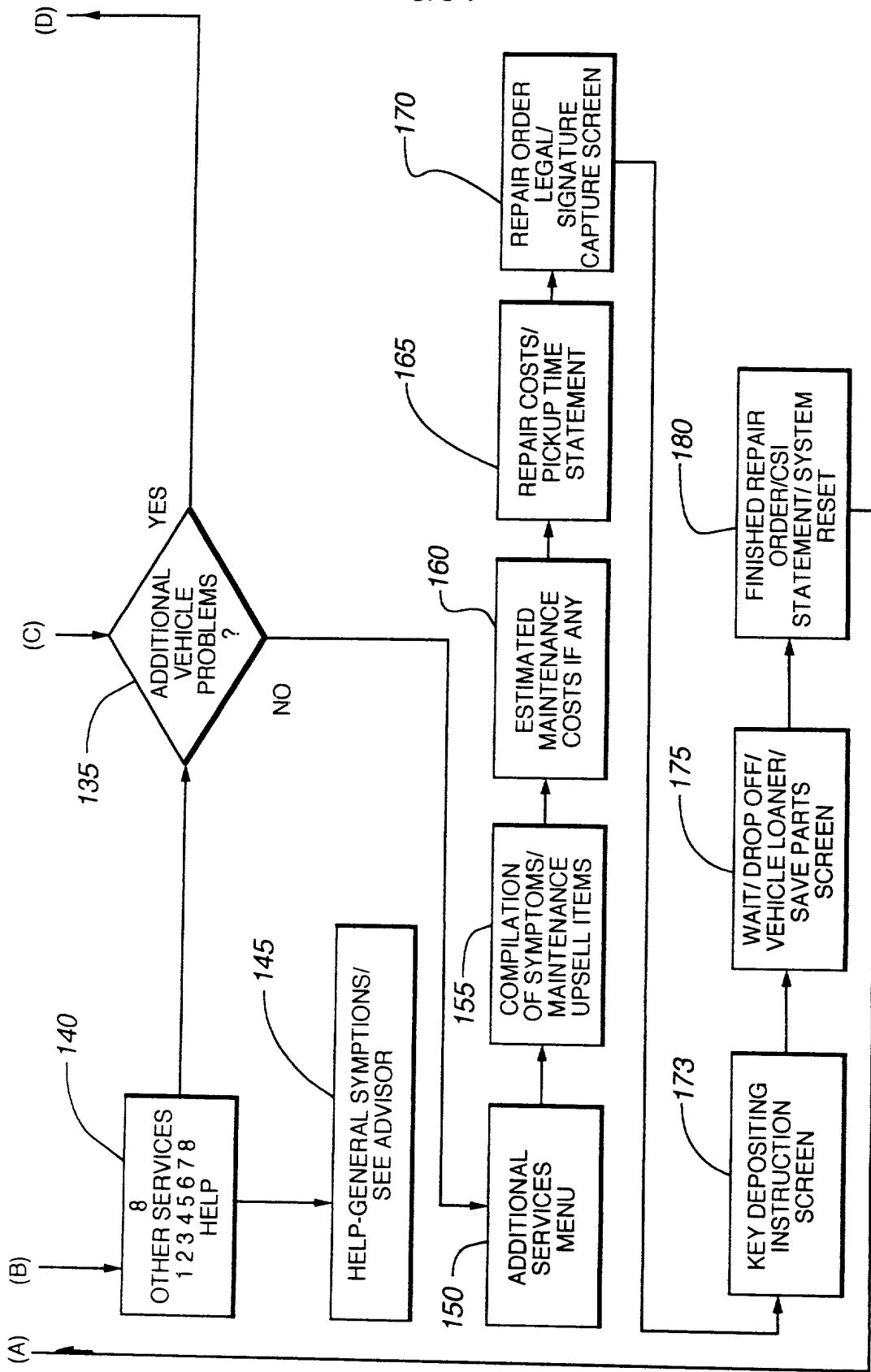


Fig. 2B

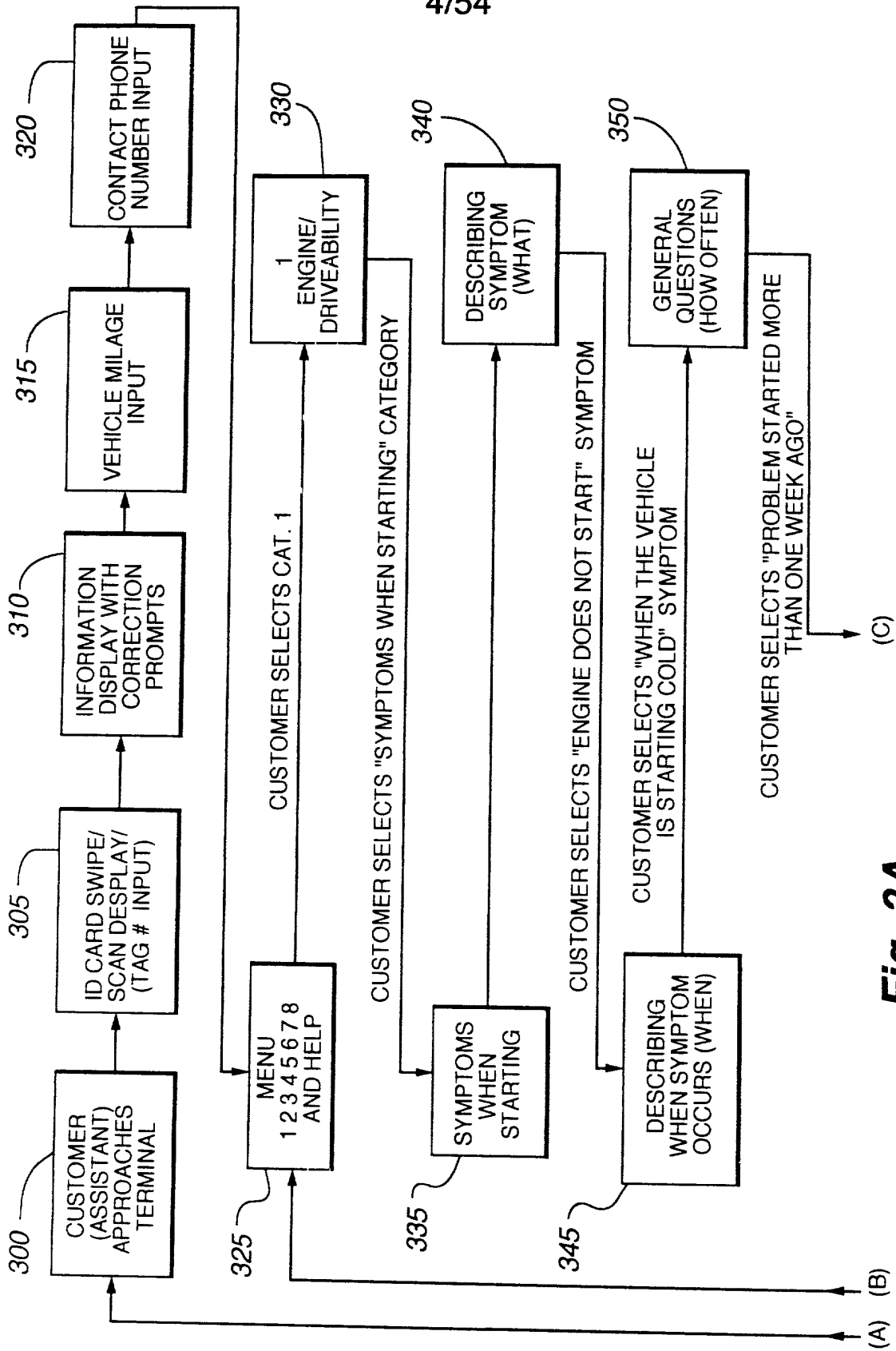


Fig. 3A

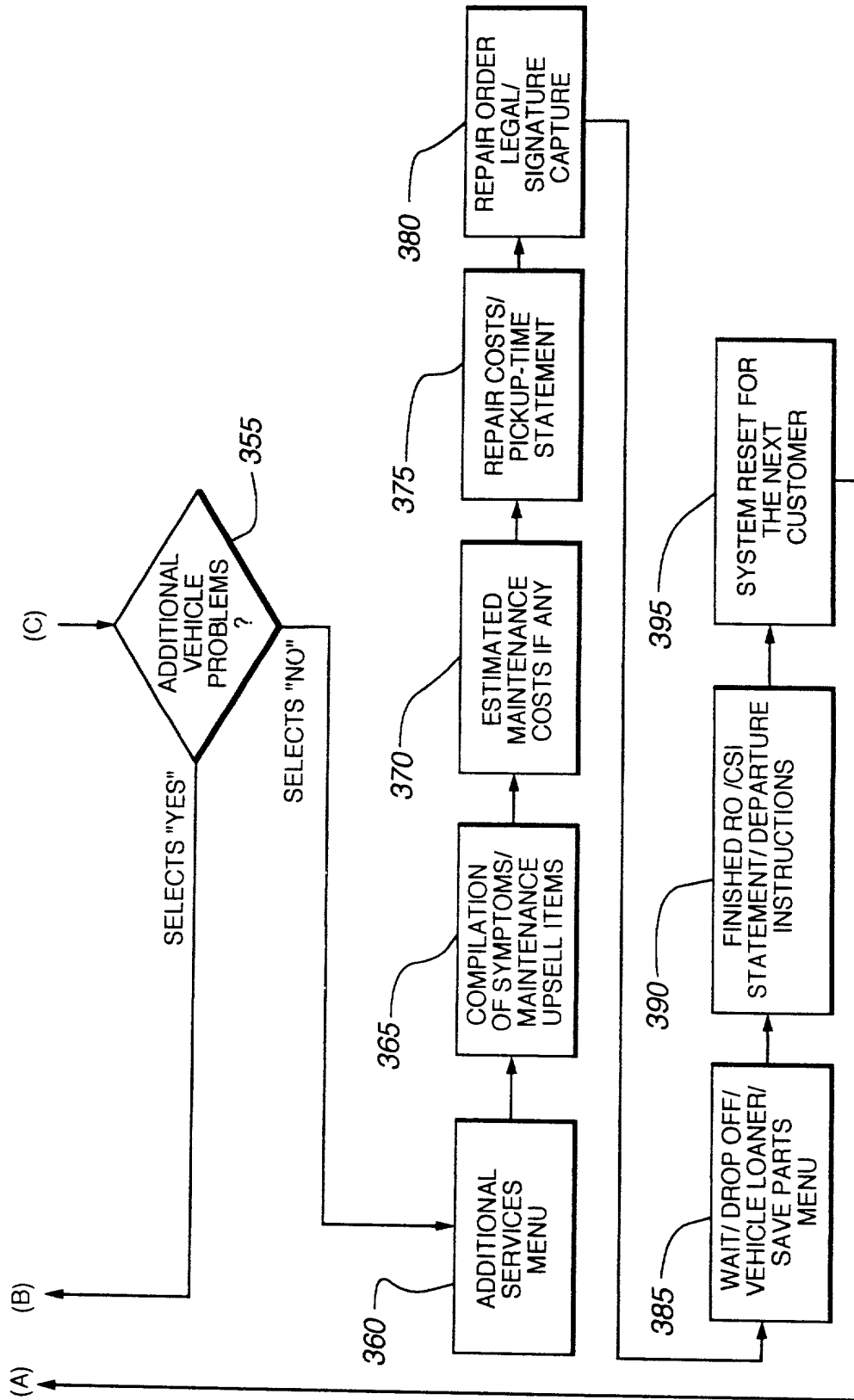
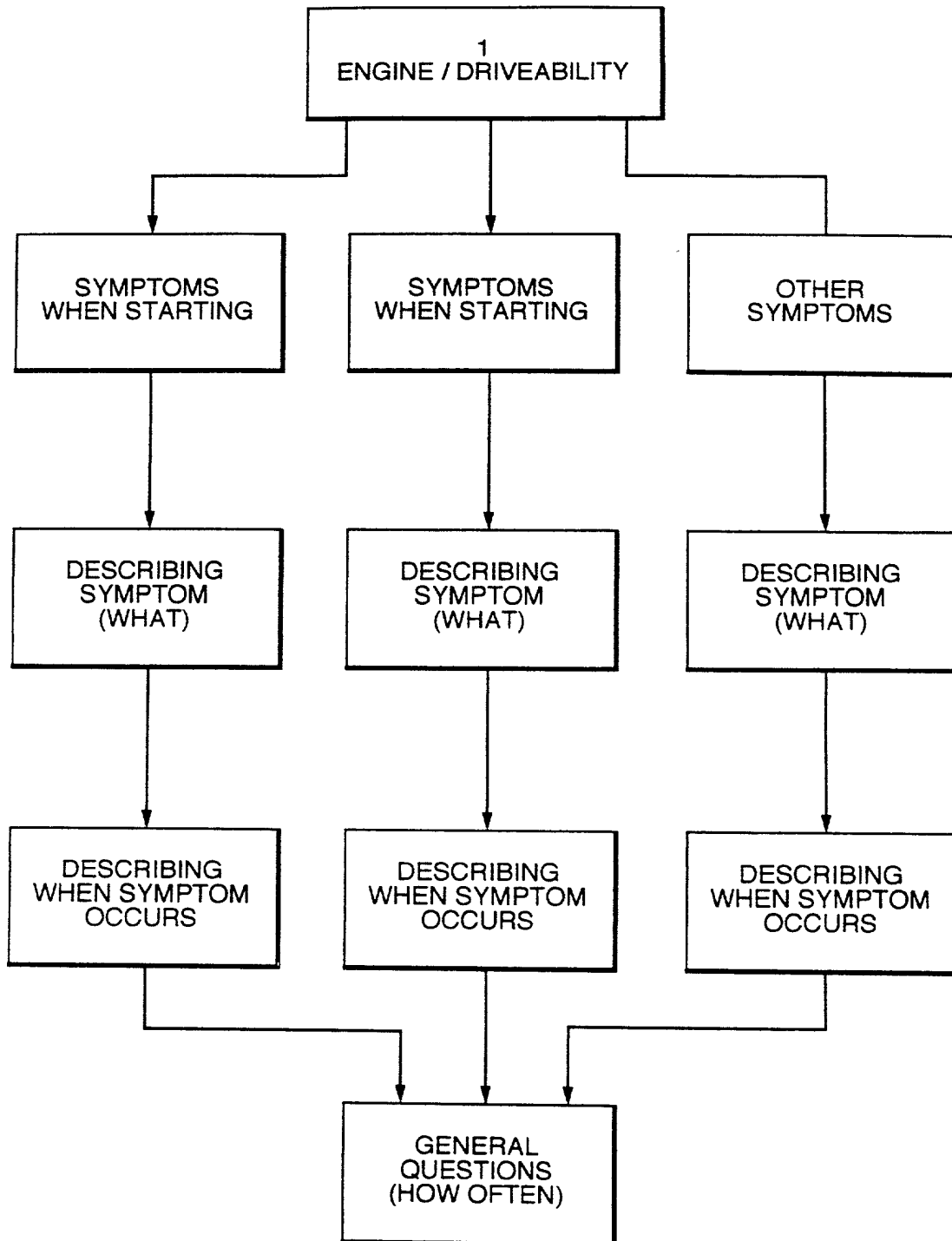
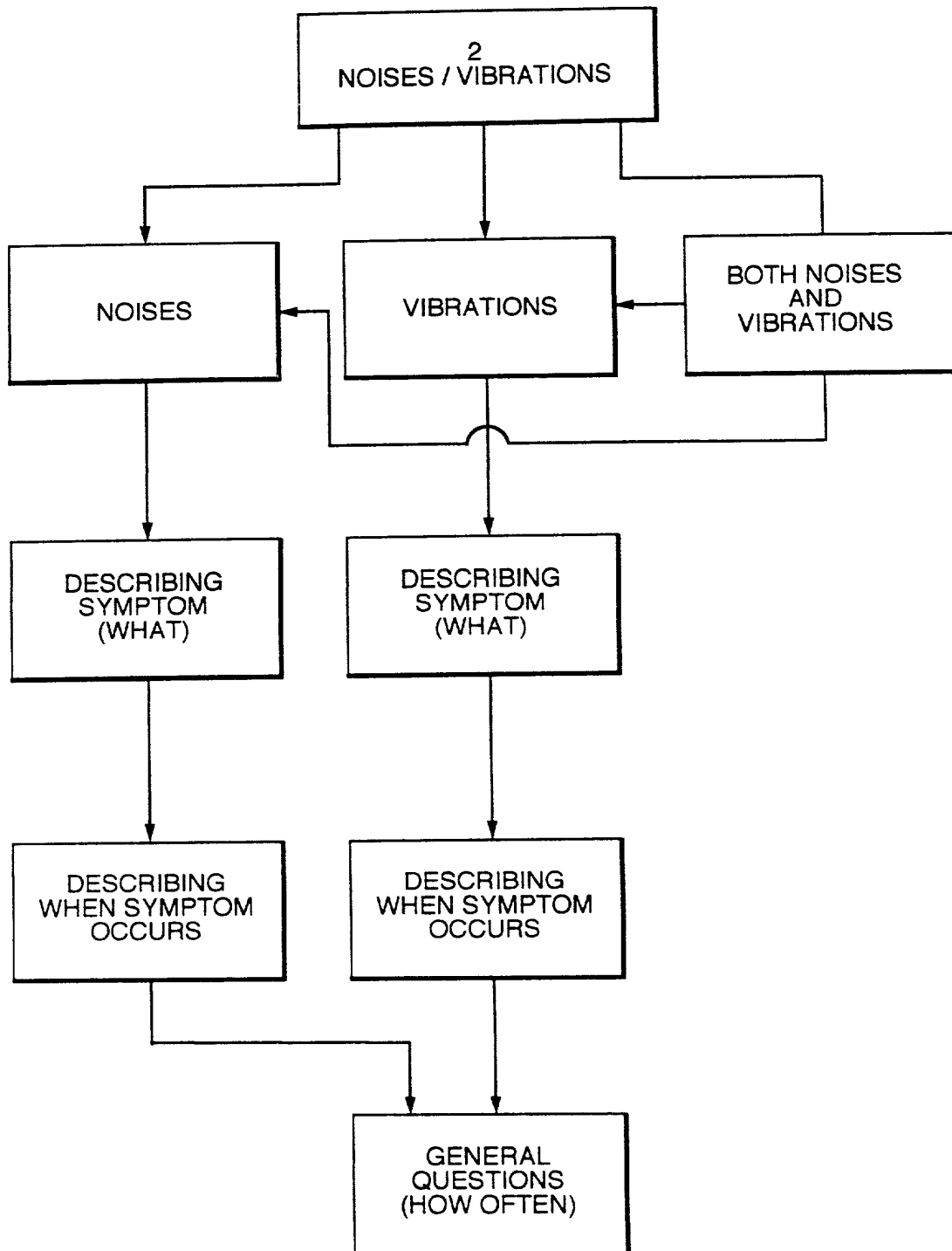
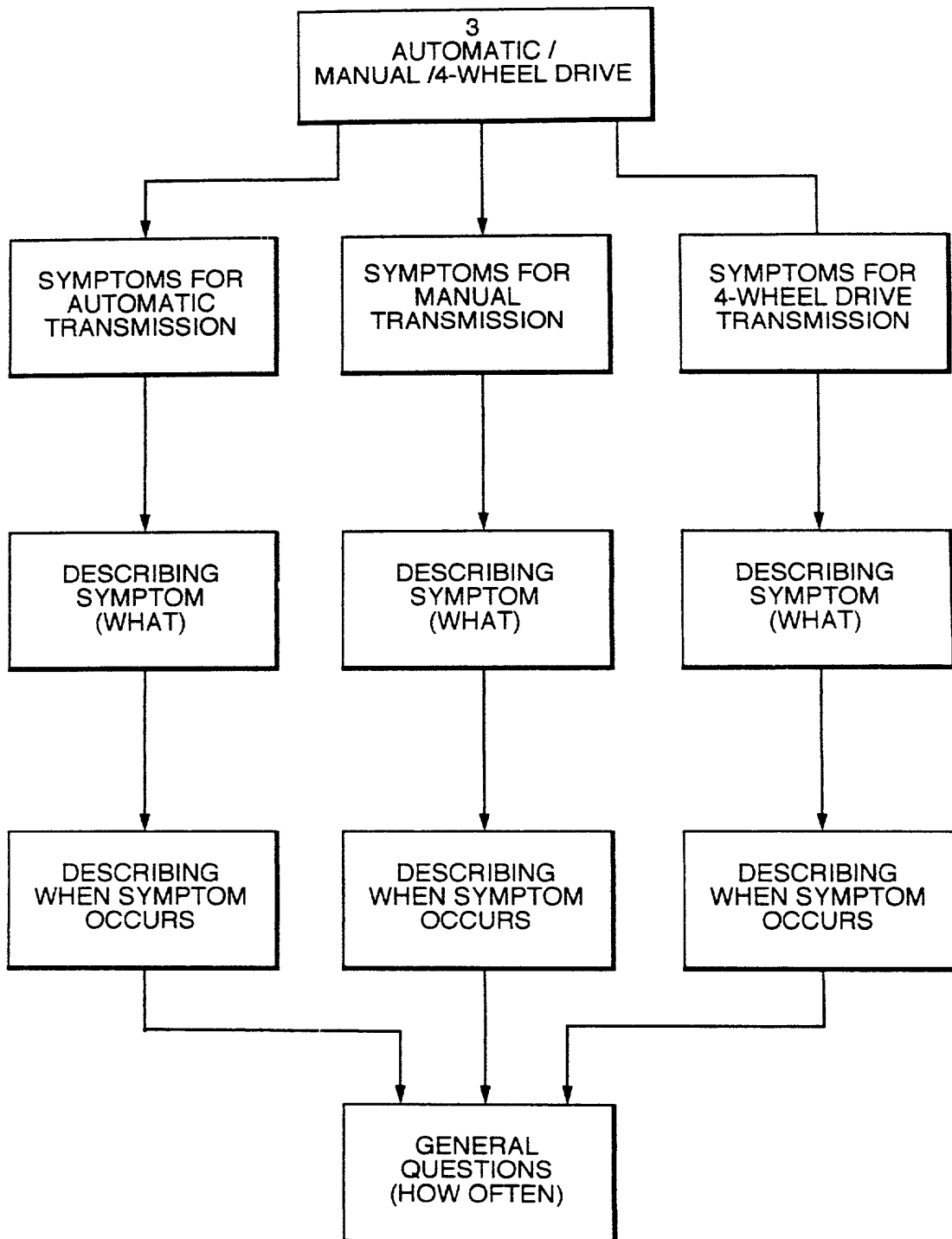


Fig. 3B

**Fig. 4**

**Fig. 5**

**Fig. 6**

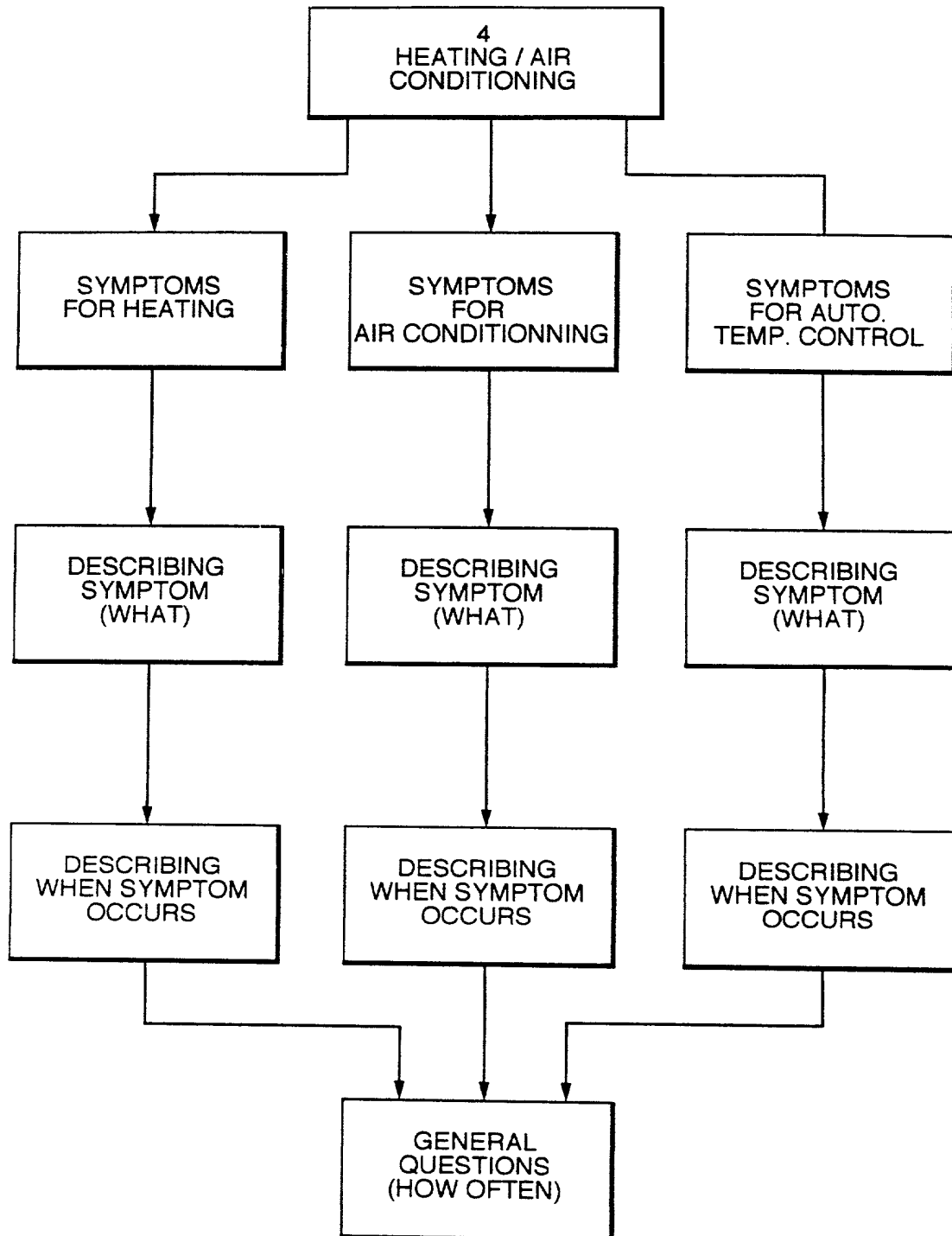
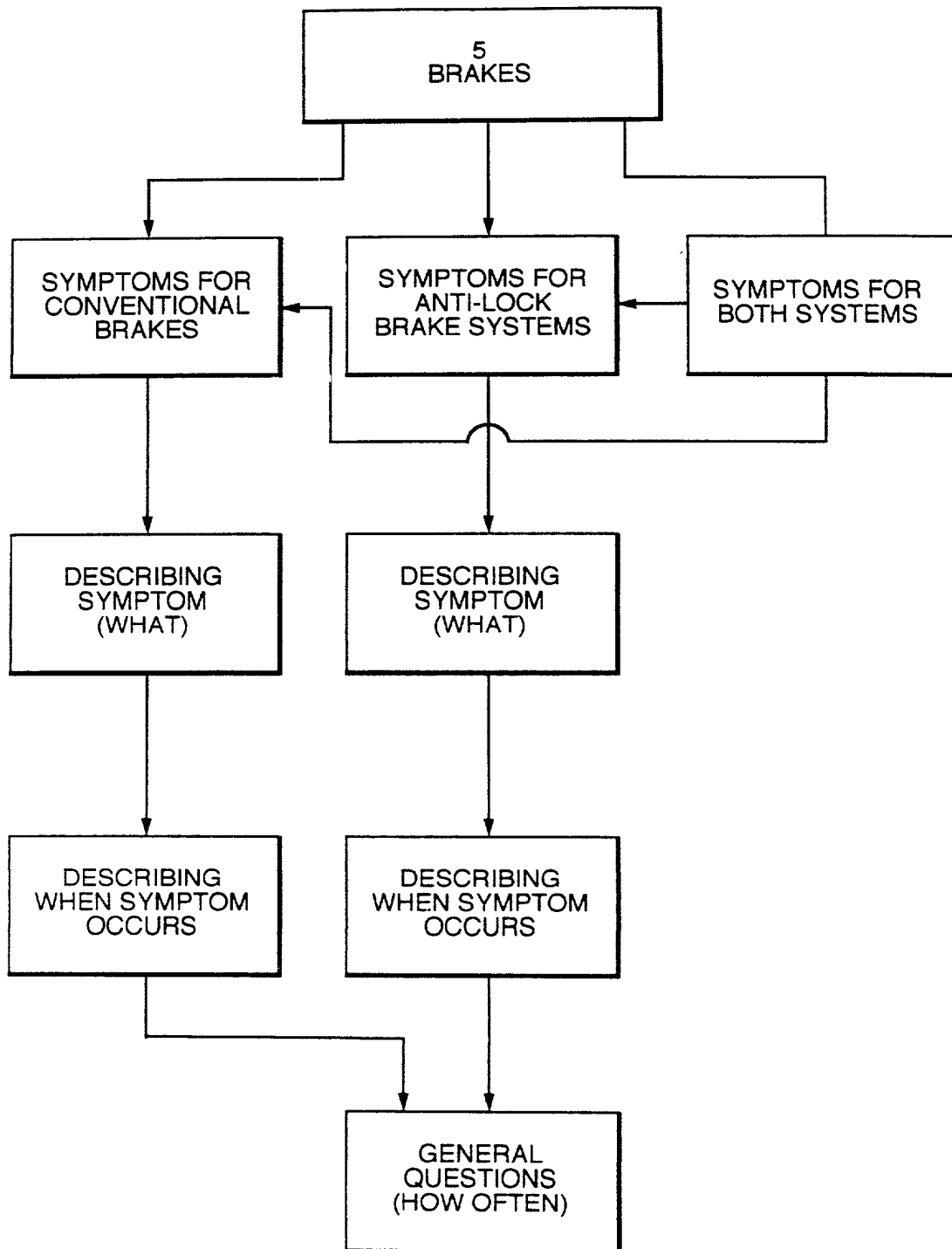


Fig. 7

**Fig. 8**

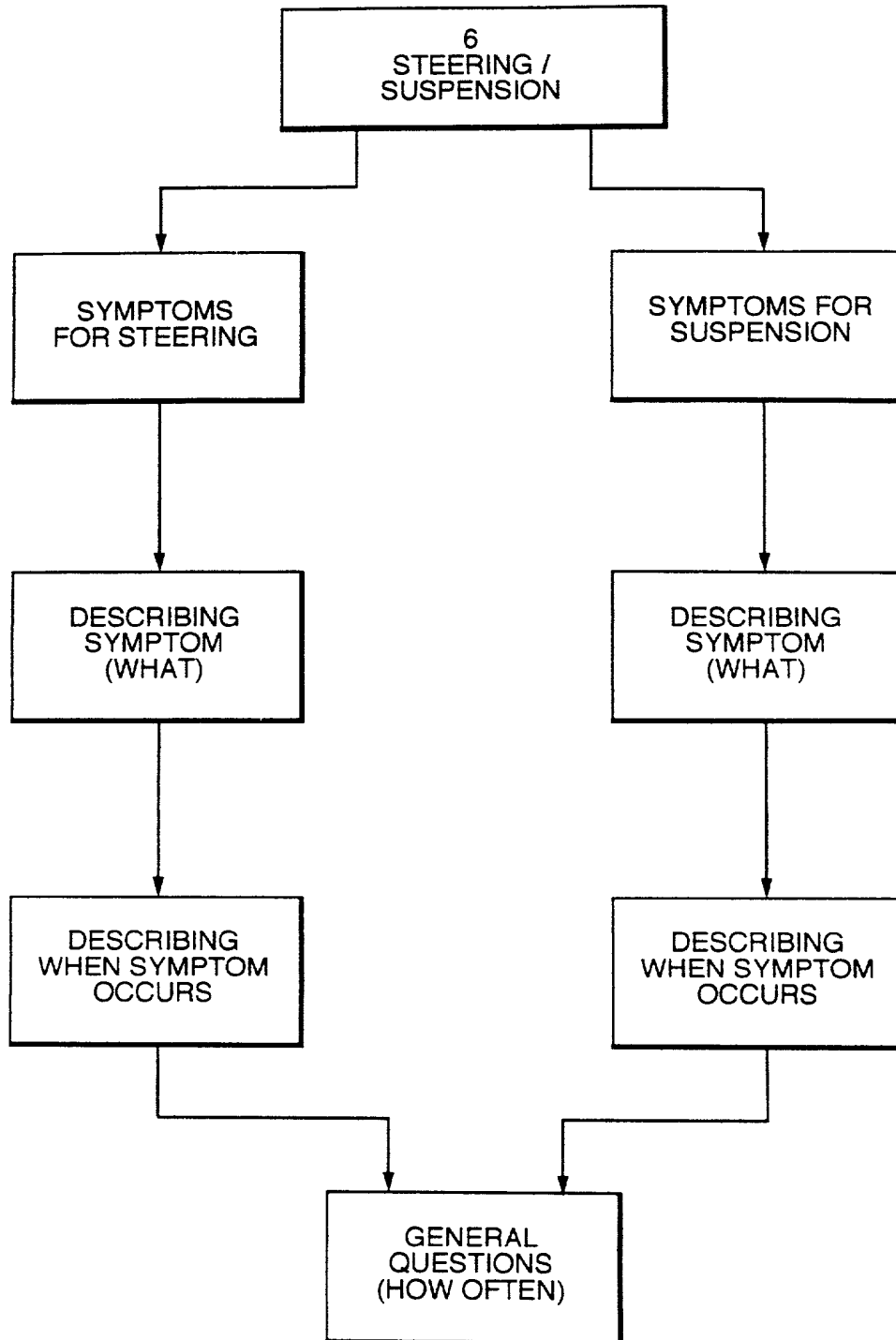
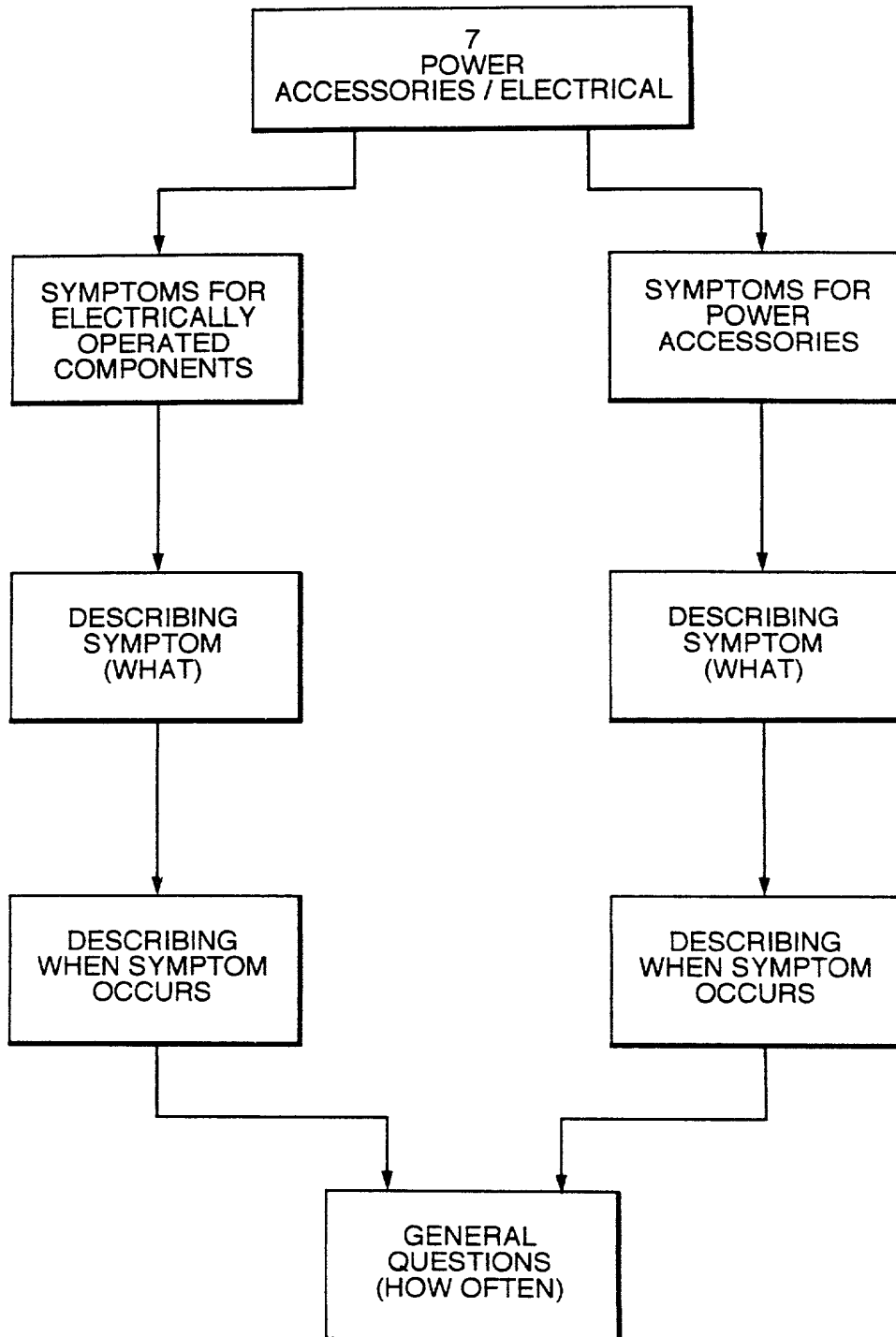


Fig. 9

**Fig. 10**

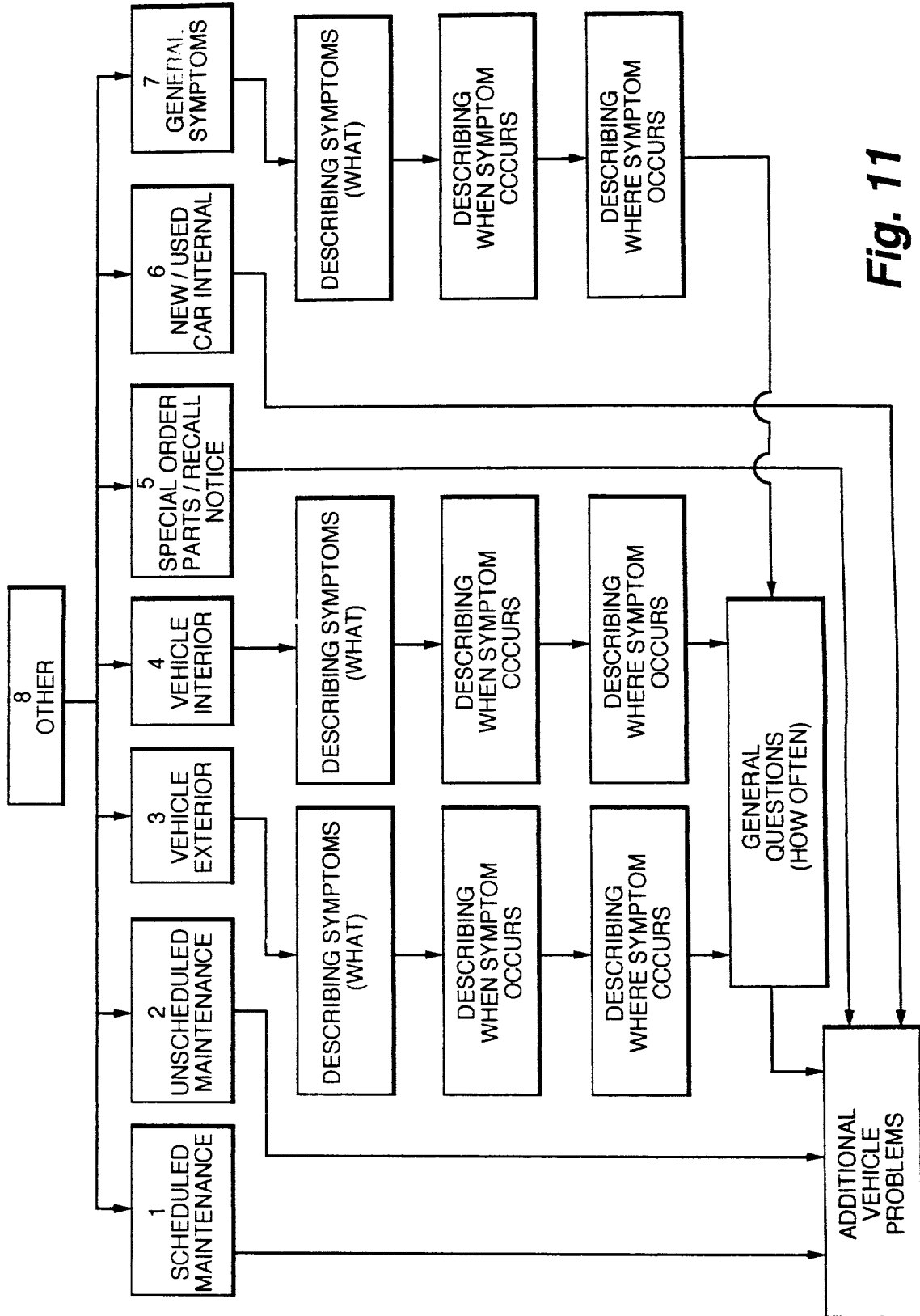


Fig. 11

SCAN VEHICLE AND TAG:

ENTER TAG #

440

C <

1 2 3

4 5 6

7 8 9

0 DONE

EXIT OK

Fig. 12B

SCAN VEHICLE AND TAG:

VEHICLE DATA:

VEHICLE ID:

TAG NUMBER:

ENTER TAG #

EXIT OK

Fig. 12A

CUSTOMER'S INFORMATION:

CUSTOMER INFORMATION:

JOHN DOE

CHANGE

1234 HIS WAY ST.

CHANGE

ANYTOWN, USA 12345

CHANGE

CITY, STATE, ZIP:

ANYTOWN, USA 12345

<

1234567890-

QWERTYUIOP

ASDFGHJKL

ZXCVBNM.,

CLEAR

SPACE

DONE

Fig. 12C

CUSTOMER'S INFORMATION:

CUSTOMER INFORMATION:

JOHN DOE

CHANGE

1234 HIS WAY ST.

CHANGE

ANYTOWN, USA 12345

CHANGE

CUSTOMER VEHICLE

VEHICLE LICENSE #:

CHANGE

BRT-1234

▼

VEHICLE DESCRIPTION:

DODGE RAM 350, FORREST GREEN, 2001

▼

OK

BACK

Fig. 12D

ENTER VEHICLR MILAGE:

ENTER MILAGE:

C

<

1

2

3

4

5

6

7

8

9

0

DONE

VEHIC

CH

DONE

BACK

HELP

Fig. 12F

ENTER VEHICLR MILAGE:

VEHICLE MILAGE:

CHANGE

DONE

BACK

HELP

Fig. 12E

MAIN MENU

PLEASE INDICATE THE GENERAL AREA IN WHICH THE PROBLEM IS OCCURRING. IF YOUR VEHICLE REQUIRES ONLY MAINTENANCE SERVICE, AND THERE ARE NO PROBLEMS AT THE PRESENT TIME PLEASE PRESS NUMBER EIGHT ON THE SERVICE MENU. IF YOUR PROBLEM OR REQUEST DOES NOT FALL WITHIN THE CATEGORIES LISTED, PRESS NUMBER EIGHT.

TOUCH THE AREA OR AREAS BELOW, THEN TOUCH DONE.

☐ 1. ENGINE / DRIVEABILITY

☐ 2. NOISES / VIBRATIONS

☐ 3. AUTOMATIC / MANUAL / 4 WHEEL DRIVE TRANSMISSION

☐ 4. HEATER / AIR CONDITIONING

☐ 5. BRAKES

☐ 6. STEERING / SUSPENSION

☐ 7. POWER ACCESSORIES / ELECTRICAL

☐ 8. OTHER SERVICES

DONE

HELP

Fig. 13

ENTER CONTACT PHONE NUMBERS:

WELCOME TO THE JACK'S BMW. THIS SERVICE EXPRESS WRITER IS DESIGNED TO LESSEN YOUR TIME WAITING FOR SERVICE. AT THE SAME TIME IT INCREASES THE ACCURACY OF THE DESCRIPTION OF YOUR PROBLEM GIVEN TO THE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. WE HOPE YOU ENJOY THE EXPERIENCE.

PLEASE ENTER THE PHONE NUMBER(S) WHERE YOU CAN BE REACHED AT TODAY

PHONE NUMBERS:

CHANGE

(303)333-4444

CHANGE

(303)333-4444

DONE

BACK

HELP

Fig. 12G

ENGINE / DRIVEABILITY SECTION

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1

2

3

BACK

HELP

SYMPTOMS WHEN STARTING:

TOUCH THE APPROPRIATE SYMPTOM OR SYMPTOMS BELOW.

DOES NOT TURN OVER

TURN OVER, BUT DOES NOT START.

TURN OVER SLOWLY.

TURN OVER PROPERLY, BUT STARTS HARD.

TAKES TOO LONG BEFORE IT STARTS.

I MUST PRESS THE GAS PEDAL HARD TO MAKE THE ENGINE START.

STARTS OK, BUT THAN STALLS.

NONE OF THE ABOVE STARTING SYMPTOMS.

OK

BACK

HELP

Fig. 14B

ENGINE / DRIVEABILITY SECTION

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1

2

3

BACK

HELP

SYMPTOMS WHEN STARTING

1. SYMPTOMS WHEN STARTING
2. SYMPTOMS WHEN DRIVING
3. OTHER SYMPTOMS

Fig. 14A

WHEN DO YOU NOTICE IT:
WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.

WHEN THE ENGINE TEMPERATURE SHOWS:

☐ COLD ☒ NORMAL ☐ HOT ☐ ANY TEMP

WHEN THE ENGINE'S RPM SHOWS:

☐ BELOW 1000 ☐ 1000 TO 2000 ☐ 2000 TO 4000 ☐ OVER 4000 RPM ☒ NOT APPLICABLE

WHEN THE VEHICLE IS:

☐ WARMING UP ☐ STARTING COLD ☐ RESTARTING HOT ☒ NOT APPLICABLE

DOES THE "CHECK ENGINE" LIGHT COME ON:

☐ YES ☒ NO

THE SYMPTOMS OCCURE WHEN MY VEHICLE'S SPEED IS (MPH)

☐ 0 TO 20 ☐ 20 TO 35 ☐ 35 TO 55 ☐ OVER 55 MPH ☒ DOESN'T MATTER

THE SYMPTOM OCCURES WHEN I DRIVE FOR:

☐ UNDER 5 MILES ☐ 5 TO 10 MILES ☒ DOESN'T MATTER

OK

BACK

HELP

SYMPTIONS WHEN DRIVING:
TOUCH THE APPROPRIATE SYMPTOM OR SYMPTOMS BELOW.

☐ HESITATES OR STALLS WHEN SPEEDING UP.
☐ STALLS WHEN I SLOW DOWN OR STOP.
☐ STALLS WHEN TURNING RIGHT OR LEFT.
☐ LACKS POWER AT HIGHWAY SPEED.
☐ LACKS POWER BELOW HIGHWAY (CITY) SPEEDS.
☐ ENGINE BACKFIRES (LOUD POPPING NOISE)
ENGINE KEEPS RUNNING WHEN IGNITION KEY IS OFF.
☐ SPEEDS UP OR SLOWS DOWN UNEXPECTEDLY.
☐ POOR FUEL ECONOMY.
☐ NONE OF THE ABOVE DRIVING SYMPTOMS.

OK

BACK

HELP

Fig. 14D

WHEN DO YOU NOTICE IT:
WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.

WHEN THE ENGINE TEMPERATURE SHOWS:

☐ COLD ☒ NORMAL ☐ HOT ☐ ANY TEMP

WHEN THE ENGINE'S RPM SHOWS:

☐ BELOW 1000 ☐ 1000 TO 2000 ☐ 2000 TO 4000 ☐ OVER 4000 RPM ☒ NOT APPLICABLE

WHEN THE VEHICLE IS:

☐ WARMING UP ☐ STARTING COLD ☐ RESTARTING HOT ☒ NOT APPLICABLE

DOES THE "CHECK ENGINE" LIGHT COME ON:

☐ YES ☒ NO

THE SYMPTOMS OCCURE WHEN MY VEHICLE'S SPEED IS (MPH)

☐ 0 TO 20 ☐ 20 TO 35 ☐ 35 TO 55 ☐ OVER 55 MPH ☒ DOESN'T MATTER

THE SYMPTOM OCCURES WHEN I DRIVE FOR:

☐ UNDER 5 MILES ☐ 5 TO 10 MILES ☒ DOESN'T MATTER

OK

BACK

HELP

Fig. 14C

NOISE OR VIBRATION SELECTION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM.

1. NOISES-WHAT YOU CAN HEAR.

2. VIBRATIONS-WHAT YOU CAN FEEL.

3. BOTH NOISES AND VIBRATIONS.

1

2

3

BACK

HELP

NOISE INFORMATION:

LISTED BELOW ARE EXAMPLES OF NOISES COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE NOISES YOU ARE HEARING.

☐ SQUEAK

☐ RATTLE

☐ WHISTLE

☐ HUM

☐ BUZZ

☐ CHIRP

☐ SQUEAL

☐ CLUNK

☐ TAP

☐ CLICK

☐ GRIND

☐ GROWL

☐ KNOCK

☐ METAL CLANG

☐ RUMBLE

☐ NONE OF THE ABOVE

OK

BACK

HELP

Fig. 15B

NOISE OR VIBRATION SELECTION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM.

1. NOISES-WHAT YOU CAN HEAR.

2. VIBRATIONS-WHAT YOU CAN FEEL.

3. BOTH NOISES AND VIBRATIONS.

1

2

3

BACK

HELP

NOISE INFORMATION:

LISTED BELOW ARE EXAMPLES OF NOISES COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES THE NOISES YOU ARE HEARING.

☐ SQUEAK

☐ RATTLE

☐ WHISTLE

☐ HUM

☐ BUZZ

☐ CHIRP

☐ SQUEAL

☐ CLUNK

☐ TAP

☐ CLICK

☐ GRIND

☐ GROWL

☐ KNOCK

☐ METAL CLANG

☐ RUMBLE

☐ NONE OF THE ABOVE

OK

BACK

HELP

Fig. 15A

-TRANSMISSION INFORMATION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. AUTOMATIC TRANSMISSION
2. MANUAL TRANSMISSION
3. FOUR WHEEL DRIVE

HELP

HELP

Fig. 16A

MANUAL TRANSMISSION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

- ☐ DOESN'T GO INTO ANY GEAR
- ☐ CLUTCH SEEMS TO SLIP GOING INTO GEAR.
- ☐ CHATTERS GOING INTO GEAR.
- ☐ MAKES A GRINDING NOISE GOING INTO GEAR
- ☐ CLUTCH SEEMS HARD TO DEPRESS.
- ☐ CLUTCH SEEMS SOFT TO DEPRESS.
- ☐ CLUTCH PEDAL ENGAGES TO HIGH.
- ☐ CLUTCH PEDAL ENGAGES TOO LOW.
- ☐ POPS OUT OF GEAR.
- ☐ OIL OR FLUID LEAKING FROM TRANSMISSION.
- ☐ NONE OF THE ABOVE SYMPTOMS.

OK BACK HELP

Fig. 16C

AUTOMATIC TRANSMISSION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM

- ☐ DOESN'T SHIFT UP.
- ☐ DOESN'T SHIFT DOWN.
- ☐ DELAYS ENGAGEMENT IN FORWARD GEAR.
- ☐ DELAYS ENGAGEMENT IN REVERSE GEAR.
- ☐ SHIFT IS ROUGH OR HARSH.
- ☐ SHIFT IS SLOW-SEEMS TO SLIP.
- ☐ SHIFT IS TOO EARLY.
- ☐ ENGINE RACES OR INCREASES RPM WHEN SHIFTING.
- ☐ TRANSMISSION MAKES UNUSUAL NOISES.
- ☐ OIL OR FLUID LEAK COMING FROM TRANSMISSION.
- ☐ NONE OF THE ABOVE SYMPTOMS.

OK BACK HELP

Fig. 16B

WHEN DOES IT HAPPEN:
WHEN DO YOU NOTICE THE SYMPTOM(S).
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

IN WHAT GEAR DOES THE SYMPTOM SHOW:

AUTOMATIC TRANSMISSION:
☐ PARK ☐ REVERSE ☐ NEUTRAL
☐ D ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6
☐ NEUTRAL ☒ ANY GEAR

MANUAL TRANSMISSION:
☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6
☐ NEUTRAL ☒ ANY GEAR

THE SYSTEM SHOWS WHEN THE VEHICLE IS:
☒ ACCELERATING ☐ STANDING STILL ☐ BRAKING
☐ TURNING ☐ SLOWING DOWN ☐ DRIVING UPHILL

THE SYMPTOM OCCURS WHEN I DRIVE FOR:
☐ UNDER 5 MILES ☐ 5 TO 10 MILES
☒ OVER 10 MILES

MY VEHICLE'S ENGINE TEMPERATURE READS:
☐ COLD ☒ NORMAL ☐ HOT

OK BACK HELP

Fig. 16E

FOUR WHEEL DRIVE:
TOUCH THE APPROPRIATE BOX OR BOXES THAT
DESCRIBES THE SYMPTOM.

DOESN'T SHIFT INTO 4WD HI
DOESN'T SHIFT INTO 4WD LOW.
MAKES A GRINDING NOISE GOING INTO 4WD.
4WD LIGHT DOESN'T COME ON.
4WD FRONT HUBS DON'T ENGAGE.
HARD TO TAKE OUT OF 4WD.
NONE OF THE ABOVE SYMPTOMS.

OK BACK HELP

Fig. 16D

WHEN DOES IT HAPPEN: _____

WHEN DO YOU NOTICE THE SYMPTOM(S).
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

WHEN THE SELECTOR CONTROL IS: _____

☐ FLOOR ☐ MIX ☐ VENT ☐ DEFROST

☒ DOESN'T MATTER

WHEN THE TEMPERATURE CONTROL IS: _____

☐ COOL ☐ WARM ☐ NORMAL A/C ☐ MAX A/C

☐ DEFROST ☒ DOESN'T MATTER

WHEN I AM MOVING THE SELECTOR OR
CHANGING THE TEMPERATURE: _____

☐ YES ☒ NO

WHEN THE VEHICLE IS: _____

☐ STOPPED ☐ ACCELERATING FROM STOP

☐ MOVING ☐ DECELERATING ☒ DOESN'T MATTER

WHEN THE VEHICLE TEMPERATURE IS: _____

☐ COLD ☐ NORMAL ☐ HOT ☒ DOESN'T MATTER

Fig. 17E

CONVENTIONAL BRAKE SYSTEM

TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBES WHAT YOU ARE NOTICING.

☐ BRAKE PEDAL SEEMS TO PULSATE.

☐ PULLS RIGHT OR LEFT WHEN STOPPING.

☐ GRINDING NOISE WHEN STOPPING.

☐ SQUEAKS WHEN STOPPING.

☐ BRAKE PEDAL FADES (GOES TO THE FLOOR)

☐ BRAKE PEDAL SEEMS LOW.

☐ BRAKING EFFORT SEEMS EXCESSIVE.

☐ BRAKE LIGHT ON.

☐ NONE OF THE ABOVE SYMPTOMS.

OK

BACK

HELP

Fig. 18B

BRAKE SYSTEM:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOMS.

1. CONVENTIONAL BRAKE SYSTEM.

2. ANTI LOCK BRAKE SYSTEM.

3. BOTH SYSTEMS.

123

BACK

HELP

Fig. 18A

ANTI-LOCK BRAKING SYSTEM:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES WHAT YOU ARE NOTICING.

☐ ANTI-LOCK BRAKES SEEM INOPERABLE.

☐ ANTI-LOCK BRAKE LIGHT IS ON CONSTANTLY.

☐ ANTI-LOCK BRAKE LIGHT IS ON INTERMITTENTLY.

☐ NONE OF THE ABOVE.

OK

BACK

HELP

WHEN DOES IT HAPPEN:

WHEN DO YOU NOTICE THE SYMPTOM(S). PLEASE ANSWER THE QUESTIONS BY TOUCHING THE APPROPRIATE BOX OR BOXES WITH THE PROVIDED PEN.

WHEN I BRAKE UNDER THE FOLLOWING CONDITIONS:

☒ NORMAL BRAKING ON DRY PAVED ROADS.

☐ PANIC STOP (BRAKING HARD) ON DRY PAVED ROADS.

☐ AT HIGH SPEEDS (ABOVE 55 MPH).

☐ AT LOW SPEEDS.

WHEN MY VEHICLE'S ENGINE TEMPERATURE READS:

☐ COLD

☒ NORMAL

☐ HOT

OK

BACK

HELP

Fig. 18C

Fig. 18D

STEERING INFORMATION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

☐ STEERING WHEEL SHAKES WHILE DRIVING.

☐ VEHICLE PULLS RIGHT WHILE DRIVING.

☐ VEHICLE PULLS LEFT WHILE DRIVING.

☐ VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.

☐ STEERING WHEEL IS OFF-CENTER.

☐ TIRES ARE WEARING ABNORMALLY.

☐ STEERING WHEEL SEEMS HARD TO TURN.

☐ POWER STEERING MAKES ABNORMAL NOISES.

☐ NONE IF THE ABOVE SYMPTOMS.

OK

BACK

HELP

Fig. 19B

STEERING AND SUSPENSION:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. STEERING

2. SUSPENSION

1

2

BACK

HELP

Fig. 19A

WHEN DOES IT HAPPEN:

WHEN DO YOU NOTICE THE SYMPTOM(S).
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

WHEN THE VEHICLE IS:

☐ ACCELERATING ☐ SLOWING DOWN OR STOPPING
☐ TURNING ☐ TURNING ON PAVED ROADS
☐ TURNING ON DIRT OR ROUGH ROADS
☒ DOESN'T MATTER

WHEN THE VEHICLES SPEED IS:

☐ NOT MOVING ☐ 0 TO 10 MPH
☐ 10 TO 35 MPH ☐ 35 TO 50 MPH
☐ OVER 55 MPH

OK BACK HELP

Fig. 19D

SUSPENSION INFORMATION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT
DESCRIBES THE SYMPTOM.

☐ FRONT END BOUNCES EXCESSIVELY WHILE DRIVING.
☐ REAR END BOUNCES EXCESSIVELY WHILE DRIVING.
☐ RIGHT FRONT SEEMS TO SAG.
☐ LEFT FRONT SEEMS TO SAG.
☐ RIGHT REAR SEEMS TO SAG.
☐ LEFT REAR SEEMS TO SAG.
☐ SUSPENSION NOISE OVER BUMPS.
☐ SUSPENSION SEEMS TOO SOFT.
☐ AUTO RIDE CONTROL LIGHT COMES ON.
☐ NONE OF THE ABOVE SYMPTOMS.

OK BACK HELP

Fig. 19C

POWER ACCESSORIES INFORMATION:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

☐ KEYLESS ENTRY / ALARM SYSTEM

☐ LIGHTED MIRRORS / POWER MIRRORS

☐ AUTO DIM HEADLAMPS / INTERIOR LIGHTING

☐ POWER SEAT ADJUSTMENT/COMFORT

☐ AUDIO SYSTEMS / POWER ANTENNA

☐ POWER WINDOWS / LOCKS / SUNROOF

☐ CRUISE CONTROL

IF THE ABOVE DOESN'T SEEM TO DESCRIBE THE PROBLEM, TOUCH "BACK" THEN SELECT "ELECTRICALLY OPERATED COMPONENTS" AND LOOK THERE FOR A BETTER DESCRIPTION.

OK

BACK

HELP

LETS NARROW THE SEARCH:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE PROBLEM.

☐ SCRATCHED

☐ MISSING

☐ LEAKS AIR

☐ LEAKS WATER

☐ TORN

☐ BLEMISHED

☐ LIFT MECHANISM

☐ FOLD MECHANISM

☐ WON'T LOCK / UNLOCK

☐ OUT OF ADJUSTMENT

☐ BROKEN

☐ CRACKED

☐ WARPED

☐ LOOSE

☐ COLOR FADES

☐ PEELING

☐ PITTED

☐ DOESN'T WORK

☐ NONE OF THE ABOVE

OK

BACK

HELP

Fig. 20C

Fig. 20D

WHEN DOES IT HAPPEN:

WHEN DO YOU NOTICE THE SYMPTOM(S).
TOUCH THE APPROPRIATE BOX OR BOXES BELOW.

☐ WHEN I TURN THE SWITCH ON OR OFF.

☐ WHEN THE VEHICLE HITS A BUMP.

☐ WHEN I TRY TO MAKE AN ADJUSTMENT.

☐ WHEN I ADJUST THE VOLUME.

☐ WHEN I START THE VEHICLE.

☐ WHEN I TRY TO SET THE CONTROL.

☐ WHEN I OPEN A DRIVER-SIDE DOOR.

☐ WHEN I OPEN A PASSENGER SIDE DOOR.

☐ WHEN I OPEN THE TRUNK / HOOD.

☐ WHEN I TURN THE HEAD LIGHTS ON.

☐ NONE OF THE ABOVE.

OK BACK HELP

Fig. 20E

SELECT THE AREA IT IS LOCATED IN:

TOUCH THE APPROPRIATE BOX OR BOXES THAT
BEST DESCRIBES WHERE THE PROBLEM
IS LOCATED.

PLEASE TOUCH THE AREA WHERE THE SYMPTOMS OCCURES:

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

CLEAR DOT

OK BACK HELP

Fig. 20F

OTHER SERVICES AVAILABLE:

PLEASE SELECT THE CATEGORY OF THE PROBLEM YOU ARE OBSERVING WITH YOUR VEHICLE.

- 1. SCHEDULED MAINTENANCE.
- 2. UNSCHEDULED MAINTENANCE:
- 3. VEHICLE EXTERIOR.
- 4. VEHICLE INTERIOR.
- 5. SPECIAL ORDER PARTS/RECALL NOTICE.
- 6. NEW OR USED CAR INTERNAL.
- 7. GENERAL PROBLEMS.

1 2 3 4 5 6 7

BACK HELP

Fig. 21A

SCHEDULED MAINTENANCE:

YOUR VEHICLE'S CLOSEST SCHEDULED MAINTENANCE SERVICE HAS BEEN HIGHLIGHTED BELOW. PLEASE CHOOSE THE SERVICE YOU WISH TO HAVE PERFORMED BY TOUCHING THE APPROPRIATE MILEAGE. REFER TO YOUR MAINTENANCE SCHEDULE BOOKLET TO VIEW THE ITEMS PERFORMED IN THE SERVICE. IF YOU WISH TO CHANGE ANY PART OF THE SERVICE, SELECT HELP THEN #3

YOUR ENTERED MILEAGE IS: 12,500

- ☒ 12,000 MILES
- ☐ 18,000 MILES
- ☐ 6,000 MILES
- ☐ 24,000 MILES

OK BACK HELP

Fig. 21B

UNSCHEDULED MAINTENANCE:

TOUCH THE BOX OR BOXES NEXT TO THE APPROPRIATE SERVICES YOU WOULD LIKE PERFORMED. PLEASE REFER TO YOUR VEHICLE'S MAINTENANCE SCHEDULE BOOKLET FOR MORE INFORMATION OF THE SERVICES BELOW. OR YOU CAN REQUEST A MAINTENANCE SHEET FROM ONE OF THE ASSISTANTS ON THE SERVICE AISLE.

<input type="checkbox"/> EVERY 3000 MILES:	\$ 35.00
<input type="checkbox"/> EVERY 6000 MILES:	\$ 55.00
<input type="checkbox"/> EVERY 15,000 MILES:	\$ 85.00
<input type="checkbox"/> EVERY 30,000 MILES:	\$ 100.00
<input type="checkbox"/> EVERY 60,000 MILES:	\$ 125.00
<input type="checkbox"/> VEHICLE ALIGNMENT, 2 WHEEL:	\$ 35.00
<input type="checkbox"/> VEHICLE ALIGNMENT, 4 WHEEL:	\$ 75.00
<input type="checkbox"/> VEHICLE INSPECTION:	\$35.00

OK

BACK

HELP

VEHICLE EXTERIOR:

THIS SECTION INCLUDES THE VEHICLE'S BODY AND RELATED EXTERIOR PARTS. PLEASE TOUCH THE APPROPRIATE AREA IN WHICH THE PROBLEM IS OCCURRING.

- ☐ BODY PANELS FIT AND FINISH.
- ☐ EXTERIOR SEALS (DOORS, SUNROOF, TRUNK, ETC.)
- ☐ PLASTIC TRIM AND MOLDINGS.
- ☐ EXTERIOR MIRRORS, HANDLES, LOCKS AND BUTTONS.
- ☐ WHEELS OR SPARE WHEEL CARRIERS.
- ☐ PAINT AND / OR CLEARCOAT.
- ☐ REMOVEABLE HARDTOP / SOFT TOP CONVERTIBLE.
- ☐ WINDSHIELD OR WINDOWS.
- ☒ EXTERIOR LIGHTS OR LIGHT COVERS.

OK

BACK

HELP

Fig. 21D

Fig. 21C

PROBLEM LOCATIONS:

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

EXTERIOR LOCATIONS:

- ☒ EXTERIOR LIGHT.
- ☐ EXTERIOR LIGHT COVER

VEHICLE EXTERIOR:

TOUCH THE LOCATION ON THE GRAPHIC BELOW TO SHOW THE LOCATION OF THE PROBLEM.

TOP VIEW

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

Fig. 21F

PROBLEM LOCATIONS:

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

EXTERIOR LOCATIONS:

- ☒ EXTERIOR LIGHT.
- ☐ EXTERIOR LIGHT COVER

Fig. 21E

VEHICLE INTERIOR:

THIS SECTION INCLUDES THE VEHICLE'S INTERIOR AND TRUNK AREA. PLEASE TOUCH THE APPROPRIATE NUMBER IN WHICH THE PROBLEM IS OCCURRING.

☐ SEATS OR SEAT CUSHIONS.

☐ CARPETING OR FLOOR MATS.

☐ DOOR PANELS OR INTERIOR SIDE PANELS.

☐ INTERIOR TRIM OR HEADLINER.

☐ DASH PANEL OR INSTRUMENT PANEL.

☐ INTERIOR KNOBS, HANDLES AND LATCHES.

☐ INTERIOR SWITCHES, BUTTONS, LOCKS AND SLIDES.

☐ WINDSHIELD OR WINDOWS.

☒ INTERIOR LIGHTING, INSTRUMENT PANEL LIGHTING.

OK

BACK

HELP

PROBLEM LOCATION:

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

INTERIOR LOCATIONS:

☒ INTERIOR LIGHT.

☐ INTERIOR INSTRUMENT LIGHT.

OK

BACK

HELP

Fig. 21H

VEHICLE INTERIOR:

THIS SECTION INCLUDES THE VEHICLE'S INTERIOR AND TRUNK AREA. PLEASE TOUCH THE APPROPRIATE NUMBER IN WHICH THE PROBLEM IS OCCURRING.

☐ SEATS OR SEAT CUSHIONS.

☐ CARPETING OR FLOOR MATS.

☐ DOOR PANELS OR INTERIOR SIDE PANELS.

☐ INTERIOR TRIM OR HEADLINER.

☐ DASH PANEL OR INSTRUMENT PANEL.

☐ INTERIOR KNOBS, HANDLES AND LATCHES.

☐ INTERIOR SWITCHES, BUTTONS, LOCKS AND SLIDES.

☐ WINDSHIELD OR WINDOWS.

☒ INTERIOR LIGHTING, INSTRUMENT PANEL LIGHTING.

OK

BACK

HELP

PROBLEM LOCATION:

TO HELP NARROW THE SEARCH, TOUCH THE WORD OR WORDS THAT BEST DESCRIBE WHERE THE PROBLEM IS LOCATED.

INTERIOR LOCATIONS:

☒ INTERIOR LIGHT.

☐ INTERIOR INSTRUMENT LIGHT.

OK

BACK

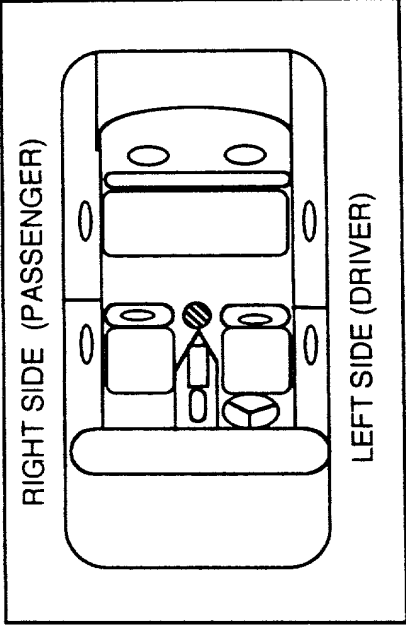
HELP

Fig. 21G

VEHICLE INTERIOR:

TOUCH THE LOCATION ON THE GRAPHIC BELOW TO SHOW THE LOCATION OF THE PROBLEM.

RIGHT SIDE (PASSENGER)



LEFT SIDE (DRIVER)

CLEAR DOT

OK

BACK

HELP

PROBLEM DESCRIPTION:

TOUCH THE BOX OR BOXES NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBES THE PROBLEM.

☐ SCRATCHED

☐ MISSING

☐ LEAKS AIR

☐ LEAKS WATER

☐ TORN

☐ BLEMISHED

☐ LIFT MECHANISM

☐ FOLD MECHANISM

☐ WON'T LOCK / UNLOCK

☐ OUT OF ADJUSTMENT

☐ BROKEN

☐ CRACKED

☐ WARPED

☐ LOOSE

☐ COLOR FADES

☐ PEELING

☐ PITTED

☐ DOESN'T WORK

☐ NONE OF THE ABOVE

OK

BACK

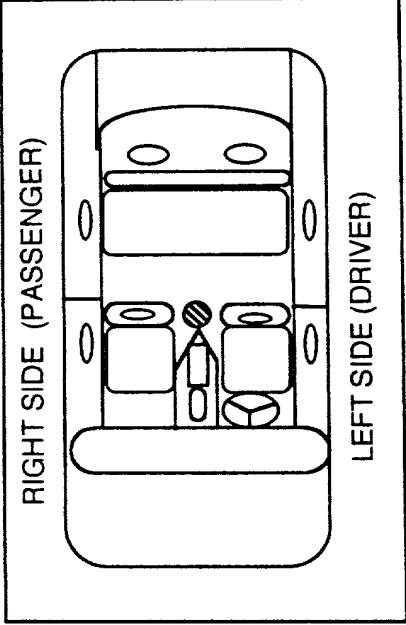
HELP

Fig. 21J

VEHICLE INTERIOR:

TOUCH THE LOCATION ON THE GRAPHIC BELOW TO SHOW THE LOCATION OF THE PROBLEM.

RIGHT SIDE (PASSENGER)



LEFT SIDE (DRIVER)

CLEAR DOT

OK

BACK

HELP

PROBLEM DESCRIPTION:

TOUCH THE BOX OR BOXES NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBES THE PROBLEM.

☐ SCRATCHED

☐ MISSING

☐ LEAKS AIR

☐ LEAKS WATER

☐ TORN

☐ BLEMISHED

☐ LIFT MECHANISM

☐ FOLD MECHANISM

☐ WON'T LOCK / UNLOCK

☐ OUT OF ADJUSTMENT

☐ BROKEN

☐ CRACKED

☐ WARPED

☐ LOOSE

☐ COLOR FADES

☐ PEELING

☐ PITTED

☐ DOESN'T WORK

☐ NONE OF THE ABOVE

OK

BACK

HELP

Fig. 21I

SPECIAL ORDER / RECALL NOTICE:

IF YOU HAVE RECEIVED NOTIFICATION REGARDING AN ORDERED PART, TOUCH ONE. IF YOU HAVE RECEIVED A MANUFACTURER'S RECALL NOTICE REGARDING YOUR VEHICLE, TOUCH TWO. PLEASE PLACE THE NOTICE ON THE DASHBOARD AREA OF YOUR VEHICLE FOR THE SERVICE TECHNICIAN.

☐ SPECIAL ORDER PARTS NOTICE.

☐ MANUFACTURE'S RECALL NOTICE.

OK

BACK

HELP

NEW / USED CAR INTERNAL:

IF YOU HAVE A "NEW CAR INTERNAL REPAIR ORDER", PRESS ONE. IF YOU HAVE A "USED CAR INTERNAL REPAIR ORDER", PRESS TWO. PLEASE PLACE THE REPAIR ORDER ON THE DASHBOARD OF YOUR VEHICLE.

☐ NEW CAR INTERNAL.

☐ USED CAR INTERNAL.

OK

BACK

HELP

Fig. 21L

SPECIAL ORDER / RECALL NOTICE:

IF YOU HAVE RECEIVED NOTIFICATION REGARDING AN ORDERED PART, TOUCH ONE. IF YOU HAVE RECEIVED A MANUFACTURER'S RECALL NOTICE REGARDING YOUR VEHICLE, TOUCH TWO. PLEASE PLACE THE NOTICE ON THE DASHBOARD AREA OF YOUR VEHICLE FOR THE SERVICE TECHNICIAN.

☐ SPECIAL ORDER PARTS NOTICE.

☐ MANUFACTURE'S RECALL NOTICE.

OK

BACK

HELP

NEW / USED CAR INTERNAL:

IF YOU HAVE A "NEW CAR INTERNAL REPAIR ORDER", PRESS ONE. IF YOU HAVE A "USED CAR INTERNAL REPAIR ORDER", PRESS TWO. PLEASE PLACE THE REPAIR ORDER ON THE DASHBOARD OF YOUR VEHICLE.

☐ NEW CAR INTERNAL.

☐ USED CAR INTERNAL.

OK

BACK

HELP

Fig. 21K

THIS SECTION OFFERS YOU A GENERAL DESCRIPTION OF THE VEHICLE'S PROBLEM AND PROVIDES THE TECHNICIAN WITH VITAL INFORMATION TO BEGIN A SUCCESSFUL REPAIR. IF YOU CAN'T FIND YOUR VEHICLE'S SYMPTOM IN THE MAIN MENU, PROCEED TO THE NEXT SCREEN BY TOUCHING **OK** BELOW, OR SEE YOUR SERVICE ADVISOR.

THERE ARE FOUR MAIN SENSES YOU HAVE THAT INDICATE A PROBLEM WITH YOUR VEHICLE. PLEASE CHOOSE THE MOST APPROPRIATE SENSE BELOW.

1. THINGS YOU **SEE**.

2. THINGS YOU **HEAR**.

3. THINGS YOU **SMELL**.

4. THINGS YOU **FEEL**.

1

2

3

4

BACK

HELP

Fig. 21M

THINGS YOU SEE:

TOUCH THE BOX NEXT TO THE WORD OR PHRASE THAT BEST DESCRIBE THE PROBLEM.

☐ SCRATCHED

☐ MISSING

☐ LEAKS AIR

☐ LEAKS WATER

☐ TORN

☐ BLEMISHED

☐ LIFT MECHANISM

☐ FOLD MECHANISM

☐ WON'T LOCK / UNLOCK

☐ OUT OF ADJUSTMENT

☐ BROKEN

☐ CRACKED

☐ WARPED

☐ LOOSE

☐ COLOR FADES

☐ PEELING

☐ PITTED

☐ DOESN'T WORK

☐ NONE OF THE ABOVE

OK

BACK

HELP

Fig. 21N

Fig. 210

Fig. 21P

THINGS YOU FEEL:

LISTED BELOW ARE EXAMPLES OF VIBRATIONS COMMONLY FOUND COMING FROM YOUR VEHICLE. TOUCH THE APPROPRIATE BOX OR BOXES THAT BEST DESCRIBE THE VIBRATION(S) YOU ARE FEELING.

- | | |
|------------------------------------|--|
| <input type="checkbox"/> SHAKING | <input type="checkbox"/> SHUDDER |
| <input type="checkbox"/> THUMPING | <input type="checkbox"/> PULSATION |
| <input type="checkbox"/> TREMBLING | <input type="checkbox"/> MOAN |
| <input type="checkbox"/> BOOM | <input type="checkbox"/> ROUGHNESS |
| <input type="checkbox"/> BUZZING | <input type="checkbox"/> TINGLING |
| <input type="checkbox"/> CLUNK | <input type="checkbox"/> RUMBLE |
| <input type="checkbox"/> CHATTER | <input type="checkbox"/> SHIMMY |
| | <input type="checkbox"/> NONE OF THE ABOVE |

OK

BACK

HELP

Fig. 21Q

WHEN DOES IT HAPPEN:

WHEN DO YOU NOTICE THE SYMPTOMS ? TOUCH THE APPROPRIATE BOX OR BOXES.

WHEN THE VEHICLE IS:

- ☐ ACCELERATING ☐ SLOWING DOWN OR STOPPING
☐ TURNING ON PAVED ROADS
☐ TURNING ON DIRT ROADS
☒ DOESN'T MATTER

WHEN THE VEHICLES SPEED IS:

- ☒ NOT MOVING ☐ 0 TO 10 MPH
☐ 10 TO 35 MPH ☐ 35 TO 50 MPH
☐ OVER 55 MPH

OK

BACK

HELP

Fig. 21R

GENERAL QUESTIONS:

AT JACK'S BMW WE ARE COMMITTED TO GIVING TO YOU THE BEST POSSIBLE SERVICE AND CORRECT REPAIR THE FIRST TIME. PLEASE HELP US BY ANSWERING THE FOLLOWING QUESTIONS. TOUCH THE APPROPRIATE BOX FOR EACH QUESTION.

OK

BACK

HELP

Fig. 22A

WHERE IS IT COMING FROM:

PLEASE INDICATE THE APPROPRIATE AREA THE NOISE AND/OR VIBRATION SEEMS TO COME FROM. TOUCH THE LOCATION OF THE PROBLEM ON THE APPROPRIATE ILLUSTRATION.

INSIDE THE VEHICLE

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

UNDER THE VEHICLE

RIGHT SIDE (PASSENGER)

LEFT SIDE (DRIVER)

ON THE DASH

CLEAR DOT

CLEAR DOT

CLEAR DOT

OK

BACK

HELP

Fig. 21S

OTHER SYMPTOMS:
PLEASE TELL US ABOUT THE SYMPTOMS.

HOW OFTEN DOES THE SYMPTOM SHOW UP:
☒ ALWAYS ☐ SOMETIMES ☐ RARELY

WHEN DID THE PROBLEM BEGIN:
☐ AFTER LAST REPAIR ☒ JUST STARTED
☐ A FEW DAYS AGO ☐ MORE THAN A WEEK
☐ A FEW WEEKS ☐ MORE THAN A MONTH AGO

HAS THE PROBLEM BEEN WORKED ON BEFORE:
☐ YES ☒ NO

WHEN THE PROBLEM OCCURES, THE WEATHER IS:
☐ HOT ☐ HUMID OR RAINY ☐ COOL
☐ FREEZING COLD ☒ DOESN'T MATTER

OK

BACK

HELP

RETURN PROBLEM:
WHEN DO YOU NOTICE THE SYMPTOMS? TOUCH THE APPROPRIATE BOX OR BOXES.

HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON:
☒ ONCE ☐ TWICE ☐ THREE TIMES AND OVER

APPROXIMATELY HOW LONG AGO:
☒ A FEW DAYS AGO ☐ A WEEK TO TWO WEEKS
☐ A FEW WEEKS ☐ MONTH AGO

HAS THE PROBLEM BEEN LOOKED AT BY ANYONE OTHER THAN THIS SERVICES DEPARTMENT:
☐ YES ☒ NO

OK

BACK

HELP

Fig. 22C

OTHER SYMPTOMS:
PLEASE TELL US ABOUT THE SYMPTOMS.

HOW OFTEN DOES THE SYMPTOM SHOW UP:
☒ ALWAYS ☐ SOMETIMES ☐ RARELY

WHEN DID THE PROBLEM BEGIN:
☐ AFTER LAST REPAIR ☒ JUST STARTED
☐ A FEW DAYS AGO ☐ MORE THAN A WEEK
☐ A FEW WEEKS ☐ MORE THAN A MONTH AGO

HAS THE PROBLEM BEEN WORKED ON BEFORE:
☐ YES ☒ NO

WHEN THE PROBLEM OCCURES, THE WEATHER IS:
☐ HOT ☐ HUMID OR RAINY ☐ COOL
☐ FREEZING COLD ☒ DOESN'T MATTER

OK

BACK

HELP

Fig. 22B

ADDITIONAL PROBLEMS:

DO YOU HAVE ANY ADDITIONAL VEHICLE PROBLEMS OR MAINTENANCE REQUIREMENTS YOU WOULD LIKE TO HAVE ADDRESSED TODAY?

ADD SYMPTOM

DONEBACK

UNSCHEDULED SERVICES:

WOULD YOU LIKE ANY OF THE FOLLOWING UNSCHEDULED SERVICES TO BE PERFORMED.

☐ COMPUTERIZED VEHICLE ALIGNMENT
(EXTENDS TIRE LIFE, IMPROVES HANDLING)

\$ 95.00

☐ LUBE, OIL AND FILTER CHANGE
(EXTENDS THE LIFE OF THE ENGINE AND SUSPENSION PARTS)

\$ 45.00

☐ MINOR TUNE-UP
(IMPROVES FUEL MILEAGE AND GIVES QUICKER STARTS)

\$ 50.00

☐ VEHICLE DETAIL AND WASH
(IMPROVES YOUR VEHICLE'S APPEARANCE)

\$25.00

OKBACKHELP

Fig. 24

ADDITIONAL PROBLEMS:

DO YOU HAVE ANY ADDITIONAL VEHICLE PROBLEMS OR MAINTENANCE REQUIREMENTS YOU WOULD LIKE TO HAVE ADDRESSED TODAY?

ADD SYMPTOM

DONEBACK

UNSCHEDULED SERVICES:

WOULD YOU LIKE ANY OF THE FOLLOWING UNSCHEDULED SERVICES TO BE PERFORMED.

☐ COMPUTERIZED VEHICLE ALIGNMENT
(EXTENDS TIRE LIFE, IMPROVES HANDLING)

\$ 95.00

☐ LUBE, OIL AND FILTER CHANGE
(EXTENDS THE LIFE OF THE ENGINE AND SUSPENSION PARTS)

\$ 45.00

☐ MINOR TUNE-UP
(IMPROVES FUEL MILEAGE AND GIVES QUICKER STARTS)

\$ 50.00

☐ VEHICLE DETAIL AND WASH
(IMPROVES YOUR VEHICLE'S APPEARANCE)

\$25.00

OKBACKHELP

Fig. 23

YOUR REPAIR ORDER:

LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON, IF YOU WANT TO DELETE ONE TOUCH DELETE.

USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.

MODIFY

DELETE:

SCHEDULED MAINTENANCE

SCHEDULED MAINTENANCE AT: 12,000 MILES--

PREVIOUS

NEXT

OK

BACK

HELP

Fig. 25B

YOUR REPAIR ORDER:

LOOK OVER THE FOLLOWING PANELS. THEY HOLD A SUMMARY OF THE INFORMATION YOU JUST ENTERED. IF THE DESCRIPTIONS DON'T LOOK CORRECT TOUCH THE MODIFY BUTTON, IF YOU WANT TO DELETE ONE TOUCH DELETE.

USE THE "PREVIOUS" AND "NEXT" BUTTONS, BELOW, TO VIEW ITEMS NOT SHOWN.

MODIFY

DELETE:

VIBRATIONS

IT OCCURS WHEN THE VEHICLE IS MOVING- MOST LIKELY OCCURS WHEN I AM CRUISING AT A CONSTANT SPEED - AT WHAT SPEED(MPH): 20 TO 45 - SECTION B2 WAS CHOSEN FOR THE VEHICLE'S DASH - HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS - WHEN DID THE PROBLEM BEGIN: JUST STARTED - HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: ONCE -- APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO --

PREVIOUS

NEXT

OK

BACK

HELP

Fig. 25A

ESTIMATED REPAIR COSTS:

THE ESTIMATED MAINTENANCE COST IS AS FOLLOWS:

TOTAL: \$ 0.00

PLEASE KEEP IN MIND THE ACTUAL COSTS MAY BE HIGHER OR LOWER THAN THE ESTIMATE. WE WILL CONTACT YOU IF THE COST OF THE REPAIR IS HIGHER THAN THE ESTIMATE.

OK

BACK

HELP

VEHICLE ESTIMATE AND PICK-UP TIME:

YOUR PERSONAL SERVICE ADVISOR IS: _____ HE OR SHE WILL CONTACT YOU AND PROVIDE YOU WITH ANY ESTIMATED REPAIR COSTS AND PICK-UP TIME FOR YOUR VEHICLE. IF YOU PREFER AN APPROXIMATE COST AND PICK-UP TIME NOW, SEE YOUR SERVICE ADVISOR AFTER COMPLETING YOUR REPAIR ORDER. PLEASE CHOOSE YOUR OPTION BELOW.

☒ PLEASE CONTACT ME

☐ I WOULD LIKE TO SEE THE ADVISOR.

OK

BACK

HELP

Fig. 27

ESTIMATED REPAIR COSTS:

THE ESTIMATED MAINTENANCE COST IS AS FOLLOWS:

TOTAL: \$ 0.00

PLEASE KEEP IN MIND THE ACTUAL COSTS MAY BE HIGHER OR LOWER THAN THE ESTIMATE. WE WILL CONTACT YOU IF THE COST OF THE REPAIR IS HIGHER THAN THE ESTIMATE.

OK

BACK


HELP

Fig. 26

PLEASE ACKNOWLEDGE THE FOLLOWING: I HEREBY AUTHORIZE THE REPAIR WORK HERE SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT(DEALER) IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYES CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND /OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/ OR INSPECTION . AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO A STORAGE FEE OF NOT MORE THAN TEN DOLLARS PER DAY, BEGINING ON THE FORTH DAY, MAY BE CHARGED IF A MOTOR VEHICLE IS NOT REMOVED WITHIN THREE DAYS AFTER THE CUSTOMER IS NOTIFIED THAT REPAIRS HAVE BEEN COMPLETED, EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS, **TERMS:** STRICTLY CASH CHECK OR APPROVED CREDIT CARD.

CUSTOMER ACKNOWLEDGES RECEIPT HEREOF:

PLEASE SIGN HERE:



OK

BACK

HELP

KEY DEPOSITING INSTRUCTIONS:

PLEASE DEPOSIT YOUR VEHICLE'S KEYS IN THE ENVELOPE PROVIDED. TEAR OFF THE ATTACHED RECEIPT AND PUT THE ENVELOPE IN THE IDENTIFIED LOCKING RECEPTACLE.

OK

BACK


HELP

Fig. 29

PLEASE ACKNOWLEDGE THE FOLLOWING: I HEREBY AUTHORIZE THE REPAIR WORK HERE SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT(DEALER) IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYES CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND /OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/ OR INSPECTION . AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO A STORAGE FEE OF NOT MORE THAN TEN DOLLARS PER DAY, BEGINING ON THE FORTH DAY, MAY BE CHARGED IF A MOTOR VEHICLE IS NOT REMOVED WITHIN THREE DAYS AFTER THE CUSTOMER IS NOTIFIED THAT REPAIRS HAVE BEEN COMPLETED, EXCLUDING SATURDAYS, SUNDAYS AND LEGAL HOLIDAYS, **TERMS:** STRICTLY CASH CHECK OR APPROVED CREDIT CARD.

CUSTOMER ACKNOWLEDGES RECEIPT HEREOF:

PLEASE SIGN HERE:



OK

BACK

HELP

Fig. 28

WAIT/DROP OFF / LOANER SCREEN:

PLEASE ANSWER THE FOLLOWING QUESTIONS
SO WE CAN PREPARE FOR YOU.

ARE YOU WAITING FOR YOUR VEHICLE:

☐ YES ☒ NO

WOULD YOU LIKE A LOANER VEHICLE:

☐ YES ☒ NO

**WOULD YOU LIKE TO RECEIVE THE
REPLACED PARTS:**

☐ YES ☒ NO

Fig. 30

A FINISHED REPAIR ORDER:

THANK YOU FOR CHOOSING
TO
ASSIST IN YOUR SERVICE NEEDS. BUSINESS
CARDS ARE AVAILABLE AT THE DESK. IF YOU
HAVE ANY QUESTIONS, PLEASE CALL AT

DOWNLOAD COMPLETE

OK

HELP

Fig. 31B

A FINISHED REPAIR ORDER:

THANK YOU FOR CHOOSING
TO
ASSIST IN YOUR SERVICE NEEDS. BUSINESS
CARDS ARE AVAILABLE AT THE DESK. IF YOU
HAVE ANY QUESTIONS, PLEASE CALL AT

SEND DATA

OK

HELP

Fig. 31A

ADVANCED SERVICE TECHNOLOGIES INCORPORATED



ADVANCED
SERVICE
TECHNOLOGIES
INCORPORATED

REPAIR ESTIMATE

CONTROL NO. 553
DATE: 7/13/98
TIME: 7:54:15 PM

VEHICLE: DESCRIPTION: *DODGE RAM 350, FORREST GREEN, 2001* MILEAGE: 33225 VIN: 123456789 PLATE: BRT-1234
CUSTOMER: NAME: JOHN DOE PHONE #1: (303)333-4444 PHONE #2: (303)333-4445
ADDRESS: 1234 HIS WAY ST. CITY/ST/ZIP: ANYTOWN, USA 12345

ANTI-LOCK BRAKE SYSTEM

ANTI-LOCK BRAKE LIGHT IS ON CONSTANTLY.
ANTI-LOCK BRAKE LIGHT IS ON INTERMITTENTLY.
WHEN I BRAKE UNDER THE FOLLOWING CONDITIONS: NORMAL BRAKING ON DRY PAVED ROADS.
WHEN MY VEHICLE'S ENGINE TEMPERATURE READS: NORMAL
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS
WHEN DID THE PROBLEM BEGIN: JUST STARTED
SHOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER
APPROXIMATELY HOW LONG AGO: A FEW DAYS AGO
ELECTRICALLY OPERATED COMPONENTS

INTERIOR LIGHT(S)
WARNING GUAGES OR LIGHTS.
HORN OR CIGAR LIGHTER / POWER SOCKET.
WHAT DID YOU NOTICE: CRACKED
WHAT DID YOU NOTICE: WARPED
WHAT DID YOU NOTICE: LOOSE
WHEN I START THE VEHICLE.
WHEN I TRY TO SET THE CONTROL.
WHEN I OPEN A DRIVER-SIDE DOOR.
WHEN I TURN THE HEAD LIGHTS ON.
SECTION C3 WAS CHOSEN FOR THE ELECTRICAL PROBLEM LOCATION.
HOW OFTEN DOES THE SYMPTOM SHOW UP: ALWAYS
WHEN DID THE PROBLEM BEGIN: JUST STARTED
HOW MANY TIMES HAS THE PROBLEM BEEN WORKED ON: THREE TIMES AND OVER
APPROXIMATELY HOW LONG AGO: A WEEK TO TWO WEEKS

(CONTINUED ON FIG. 32B)

Variable	Mean	SD	Min	Max	Skewness	Kurtosis	Normality
Age	35.2	12.5	18	65	0.15	3.2	0.98
Gender	0.5	0.5	0	1	0.0	0.0	0.99
Marital Status	0.6	0.5	0	1	0.0	0.0	0.99
Education	12.5	2.5	8	16	0.2	3.5	0.97
Income	1500	500	500	3000	0.3	3.8	0.96
Health	0.8	0.4	0	1	0.0	0.0	0.99
Stress	4.5	1.5	1	7	0.1	3.1	0.98
Depression	2.5	1.0	1	4	0.2	3.3	0.97
Life Satisfaction	5.5	1.0	4	7	0.1	3.1	0.98
Resilience	3.5	1.0	1	5	0.2	3.4	0.96
Optimism	4.0	1.0	1	5	0.1	3.2	0.98
Self-Esteem	3.0	1.0	1	5	0.2	3.3	0.97
Emotional Stability	4.5	1.0	1	5	0.1	3.1	0.98
Life Satisfaction	5.5	1.0	4	7	0.1	3.1	0.98
Resilience	3.5	1.0	1	5	0.2	3.4	0.96
Optimism	4.0	1.0	1	5	0.1	3.2	0.98
Self-Esteem	3.0	1.0	1	5	0.2	3.3	0.97
Emotional Stability	4.5	1.0	1	5	0.1	3.1	0.98

(CONTINUED FROM FIG. 32A)

STEERING SYSTEM

VEHICLE PULLS RIGHT WHILE DRIVING.
VEHICLE PULLS LEFT WHILE DRIVING
VEHICLE WANDERS LEFT OR RIGHT WHILE DRIVING.

TOTAL PARTS: _____ TOTAL LABOR: _____ MATERIALS COST _____ TAX _____ GRAND TOTAL _____

AUTHORIZATION: I AUTHORIZE THE ABOVE WORK TO BE PERFORMED AND AGREE TO THE TERMS OF THIS REPAIR ORDER. FURTHERMORE, I RELEASE ANY AND ALL LIABILITY TO **RPM ENTERPRISES, INC.** ON THE ABOVE VEHICLE INCLUDING, BUT NOT LIMITED TO: DAMAGE, THEFT, FAILURE OF RELATED REPAIR ITEMS, AND EXPRESSED OR IMPLIED WARRANTY OF ALL INSTALLED PARTS.

John J. Abbott

SIGNATURE:

Fig. 32B

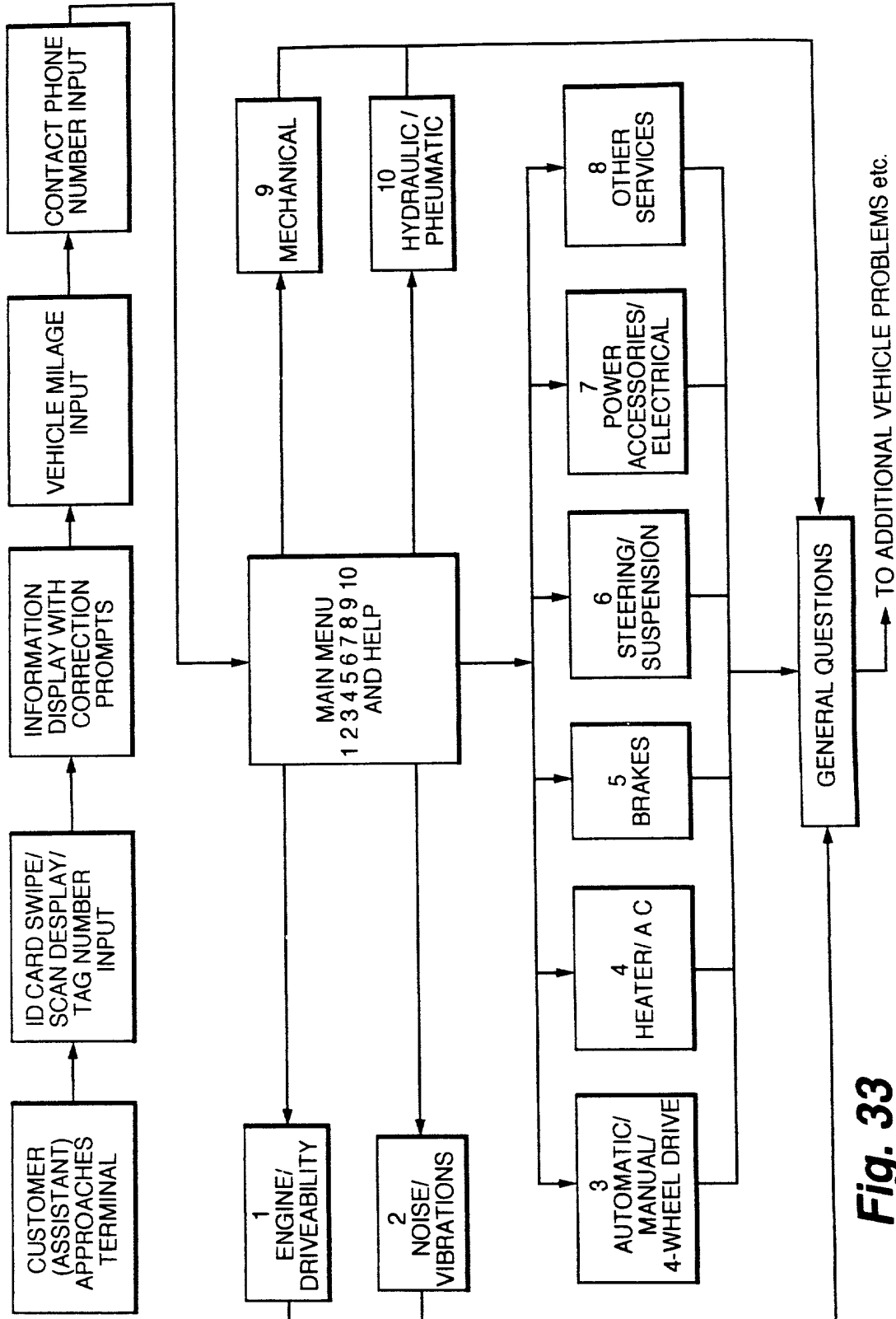


Fig. 33

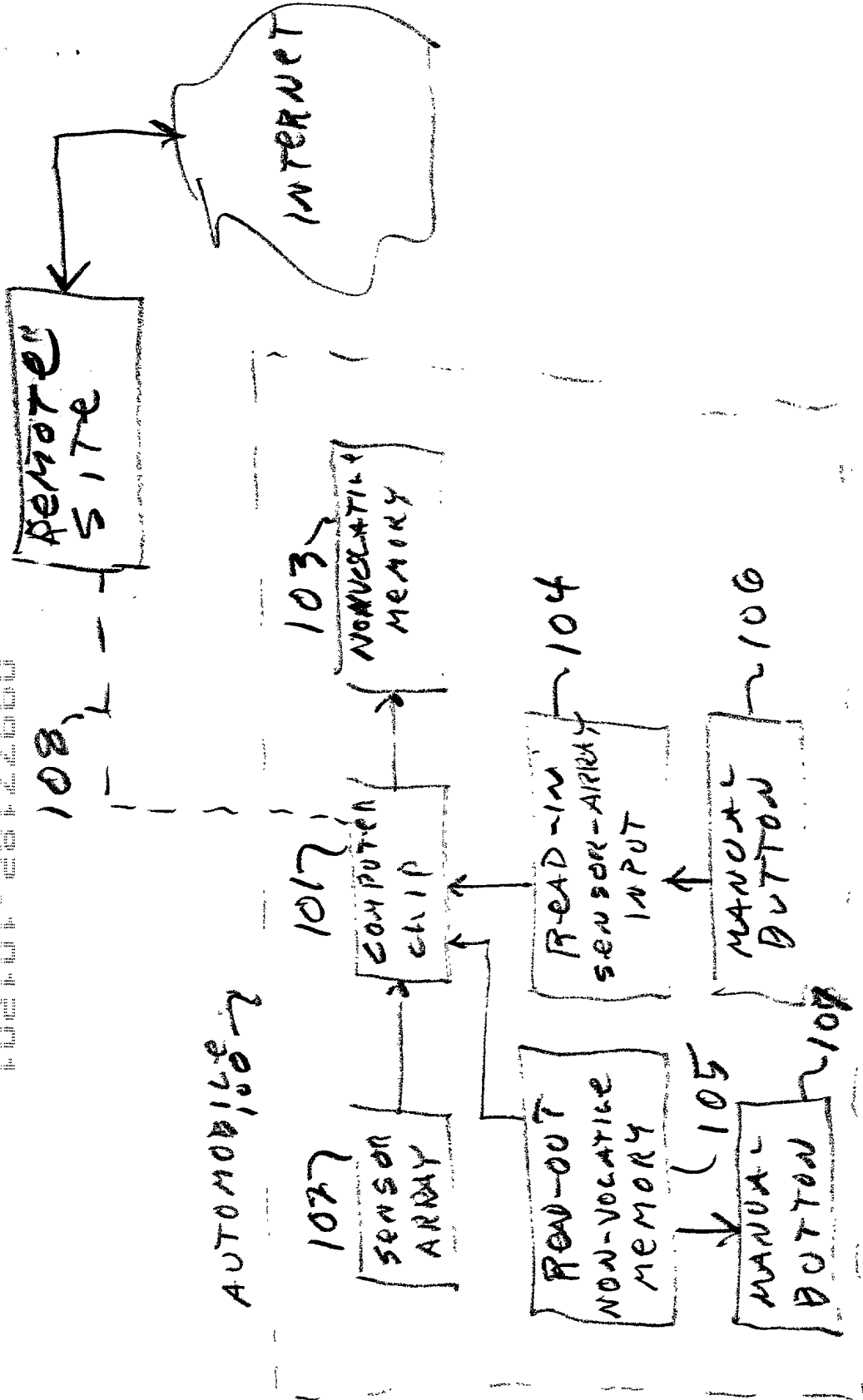


FIG. 35

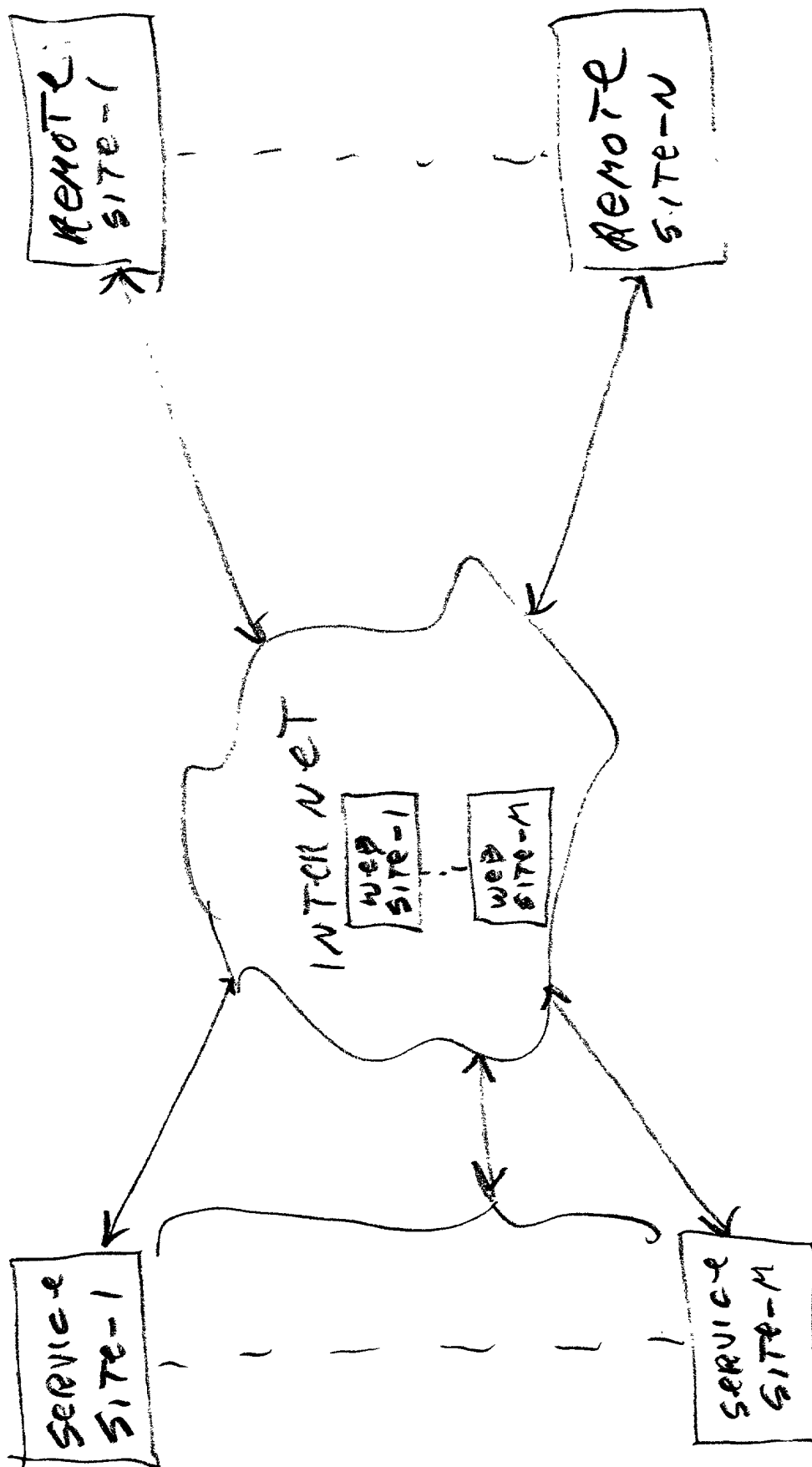


FIG-34

HEATER / AIR CONDITIONING:

THE FOLLOWING QUESTIONS ARE DESIGNED TO DELIVER VALUABLE INFORMATION TO THE SERVICE TECHNICIAN WHO WILL WORK ON YOUR VEHICLE. PLEASE TOUCH THE APPROPRIATE NUMBER FOR YOUR VEHICLE'S SYMPTOM. PLEASE ONLY USE THE PEN PROVIDED TO YOU.

1. HEATING SYSTEM.

2. AIR CONDITIONING SYSTEM.

3. AUTO TEMPERATURE CONTROL SYSTEM

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BACK

HELP

HEATING SYSTEMS:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

☐ TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.

☐ VENT CONTROL SELECTOR IS HARD TO MOVE.

☐ DOESN'T DELIVER HOT AIR.

☐ TAKES TOO LONG TO DELIVER HOT AIR.

☐ DEFROST INOPERABLE OR FOGS UP.

☐ ENGINE TEMPERATURE GAUGE DOESN'T MOVE OFF OF COLD.

☐ UNUSUAL ODORS WHEN OPERATING.

☐ AIR DOESN'T FLOW FROM ALL OUTLETS PROPERLY.

☐ NONE OF THE ABOVE SYMPTOMS.

OK

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Fig. 17B

Fig. 17A

AIR CONDITIONING SYSTEMS:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

- ☐ TEMPERATURE CONTROL SELECTOR IS HARD TO MOVE.
- ☐ VENT CONTROL SELECTOR IS HARD TO MOVE.
- ☐ DOESN'T DELIVER COLD AIR.
- ☐ TAKES TOO LONG TO DELIVER COLD AIR.
- ☐ TEMPERATURE CHANGES UNEXPECTEDLY.
- ☐ UNUSUAL ODORS WHEN OPERATING.
- ☐ DOESN'T FLOW FROM ALL OUTLETS PROPERLY.
- ☐ A/C COMPRESSOR SEEMS TO CYCLE TOO OFTEN.
- ☐ NONE OF THE ABOVE SYMPTOMS.

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Fig. 17C

AUTOMATIC TEMPERATURE CONTROL SYSTEM:

TOUCH THE APPROPRIATE BOX OR BOXES THAT DESCRIBES THE SYMPTOM.

- ☐ TEMPERATURE READING IS INACCURATE.
- ☐ BUTTONS ON THE CONTROL UNIT ARE INOPERABLE.
- ☐ TAKES TOO LONG TO DELIVER ACCURATE TEMPERATURE.
- ☐ NONE OF THE ABOVE SYMPTOMS.

OK BACK HELP

Fig. 17D